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This Air Force Instruction (AFI) implements Air Force Policy Directive (AFPD) 34-1, *Air Force Services*; Department of Defense (DoD) Instruction (DoDI) 1015.12, *Lodging Program Resource Management*; and DoDI 1225.9, *Billeting for Reserve Component Members*. This AFI applies to active duty, guard, and reserve bases. It provides general lodging and linen exchange operating information, management requirements, and specific performance standards. It also provides standard operating procedures, where appropriate, to ensure consistent service to lodging guests Air Force wide. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, Table 1.1 for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the publication Office of Primary Responsibility (OPR) for non-tiered compliance items. In collaboration with the Chief of Air Force Reserve (AF/RE) and the Director of the Air National Guard (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel, and Services (AF/A1) develops personnel policy for lodging programs. This Air Force Instruction (AFI) may be supplemented at any level; all MAJCOM-level supplements must be approved by the Human Resource Management Strategic Board (HSB) prior to certification and approval. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located in the Air Force Records Information Management System (AFRIMS)

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed**.** Revisions address changes in installation-level organizational structure, lodging standards, Base Lodging Fund (BLF), space availability (Space-A), Air Reserve Component (ARC) guidance, and Joint Federal Travel Regulation (JFTR) clarification. This publication has been renumbered to correctly align under AFPD 34-1 and identifies Tier waiver authorities for unit-level compliance items IAW AFI 33-360.

Chapter 1

FACILITY AND GUEST ROOM STANDARDS

1.1. Mission Statement. Provide quality lodging facilities and service to authorized personnel in order to maintain mission readiness and quality of life, while keeping official travel costs to a minimum.

1.1.1. Lodging Operations Installation Support. Installation lodging managers will utilize the Air Force Personnel Center Installation Support Portal to obtain necessary operational information. (**https://org1.eis.af.mil/sites/100002/Pages/Home.aspx**)

1.1.2. Lodging Management Assistance. Requests for lodging management/staff assistance visits can be made to AFPC/SVI.

1.2. Roles and Responsibilities.

1.2.1. Deputy Chief of Staff for Manpower, Personnel and Services (AF/A1), Directorate of Services (AF/A1S):

1.2.1.1. Sets policies for oversight, resource allocation, and standards for conducting the Air Force Lodging Program.

1.2.1.2. Coordinates lodging policy matters with the other military departments and DoD, and maintains contact with other government agencies and industry associations.

1.2.1.3. Develops policy for Air Force linen exchange programs throughout the Air Force.

1.2.2. Air Force Personnel Center (AFPC) Lodging Program:

1.2.2.1. Provides lodging program procedures and establishes standards.

1.2.2.2. Establishes and maintains Air Force central lodging fund.

1.2.2.3. Maintains Capital Replacement schedule per base/building.

1.2.2.4. Provides technical assistance and guidance to AFPC/SVI, Major Command (MAJCOM)s and bases on lodging service matters.

1.2.2.5. Assists bases with the establishment of improvement plans when lodging operations fail to meet operational standards or minimum financial goals.

1.2.2.6. The IG will conduct spot-inspections on items that if left undetected, non-compliance presents a high risk to Airmen, the Wing or the Nation (AFI 90-201, *The Air Force Inspection System*).   The Non-Appropriated Fund financial analysis will be conducted by AFPC Staff.

1.2.2.7. Provides functional expertise for developing and using automated lodging systems.

1.2.2.8. Manages and develops guidance for the Air Force Innkeeper Awards Program (IAW the *A1 Awards Guide*) to promote excellence in lodging.

1.2.2.9. Recommends to AF/A1S policy changes to the Air Force lodging program.

1.2.2.10. Maintains contact with industry associations.

1.2.2.11. Monitors industry for adoption of procedures, programs, and standards as appropriate for Air Force Inns.

1.2.2.12. Manages the Air Force Linen Exchange Program.

1.2.2.13. Establishes lodging room rates at the minimum amount necessary to cover the cost of providing quality lodging facilities and services to authorized guests, and ensures any proposed rates exceeding Air Force lodging rates are not implemented without Deputy Assistant Secretary for Cost and Economics (SAF/FMC) approval.

1.2.2.14. Ensures approved capital requirements are executed during the budget execution year.

1.2.2.15. Approves base lodging operations' 5-year capital improvement plans and operating budgets.

1.2.2.16. Establishes command personnel cost ranges and other financial performance goals.

1.2.2.17. Provides oversight of the base-level lodging fund accounting, financial management, and operations.

1.2.2.18. Ensures management assistance visits are conducted when problems related to operations, accounting and financial management are identified.

1.2.3. AFPC Financial Management:

1.2.3.1. Manages and oversees the development and execution of the Lodging Determination Rate Package.

1.2.3.1.1. Tracks submission and validates installation budget files.

1.2.3.1.2. Consolidates budget files and checks for completeness and accuracy.

1.2.3.1.3. Validates installation budgeted income and expense data.

1.2.3.1.4. Processes Staff Summary Sheet and coordinates through Services Directorate staff.

1.2.3.1.5. Forwards completed package to AF/A1S, Requirements Division (AF/A1SR) and the Deputy Secretary for Cost and Economics, Directorate of Economics and Business Management (SAF/FMCEM) for final approval.

1.2.3.2. Analyzes the operational performance of lodging funds for the Air Force Director of Services and staff and the AFPC Services Director.

1.2.3.2.1. Receives, reviews and interprets reports of financial activity, program, and project requirements, and monitors execution and cash flow of the Air Force Lodging Fund.

1.2.3.2.2. Receives FY income and expense budget files from installations.

1.2.3.2.3. Receives and validates installation budget change requests.

1.2.3.2.4. Reviews and approves budget changes and, if necessary, forwards to SAF/FMCEB for final review and approval.

1.2.3.3. Ensures cash availability for budgeted renovation projects.

1.2.3.3.1. Pulls excess cash from installation as often as feasible.

1.2.3.3.2. Transfers funds back to installation if needed.

1.2.3.4. Provides approval and fund certification of renovation purchase request based on approved rate package.

1.2.3.4.1. Tracks renovation projects from invoicing to receiving of goods.

1.2.3.5. Balances and continually reviews subsidiary accounts for AFLF renovation projects to ensure proper reconciliation with general ledger accounts.

1.2.3.5.1. Processes accounting instructions of completed renovation projects to installations within 30 days of beneficial occupancy.

1.2.3.6. Completes Capital Budget Execution Report bi-annually and forwards to SAF/FMCEB.

1.2.3.7. Assists AFPC/SVOL in recommendations and actions to installation managers to improve financial performance.

1.2.3.7.1. Conducts monthly installation financial reviews to include P-Card purchases.

1.2.3.7.2. Prepares memos to bases with findings to be sent through AFPC/SVI.

1.2.3.8. Funds certification of base level purchase request on capital requirements.

1.2.3.9. Provides support to lodging facilities on NAF financial issues, policies and procedures.

1.2.3.10. Provides approval and fund certification of PRs Balance 185 accounts as invoices paid.

1.2.4. AFPC/SVI:

1.2.4.1. Appoints a multi-functional liaison to serve as a communication hub regarding AFPC Lodging Program on actions that affect the MAJCOMs lodging operations.

1.2.4.2. Notifies AFPC Lodging Program on mission changes that would affect Lodging operations to include occupancy.

1.2.4.3. Ensures surveillance is maintained on base-level lodging funds when unacceptable adverse financial trends arise.

1.2.4.4. Coordinates requests for lodging staff assistance visits.

1.2.5. AFPC/SVI in conjunction with MAJCOM A1 nominates bases to represent the MAJCOM in the annual AF Innkeeper Award Program.

1.2.6. MAJCOM/A1S (PACAF and USAFE specific):

1.2.6.1. Nominates bases to represent the MAJCOM in the annual AF Innkeeper Award Program.

1.2.6.2. Appoints a multi-functional liaison to serve as a communication hub regarding AFPC Lodging Program actions that affect the MAJCOMs lodging operations.

1.2.6.3. Notifies AFPC Lodging Program of mission changes that would affect Lodging operations to include occupancy.

1.2.6.4. Ensures surveillance is maintained on base-level lodging funds when unacceptable adverse financial trends arise.

1.2.6.5. Coordinates requests for lodging staff assistance visits.

1.2.7. Installation Level Commander:

1.2.7.1. Provides APF resources required to operate and maintain lodging facilities, and provides guest services in accordance with Air Force Instructions. **(T-3).**

1.2.7.2. Monitors lodging fund performance and annual execution of the Lodging Operations Checklist. Due to the fluidity of the Air Force Lodging Standards Checklist, the checklist and guidance will be posted on the Air Force Inns webpage on the Air Force Services Portal. **(T-3).**

1.2.7.3. Inspects a sampling of all types of lodging at least annually. **(T-3)**.

1.2.8. Force Support Squadron Commander/Director:

1.2.8.1. Ensures compliance with lodging standards and policies. **(T-3)**.

1.2.8.2. Monitors lodging fund performance. **(T-3)**.

1.2.8.3. Maintains optimum utilization of adequate lodging rooms, and recommends designation changes as necessary. **(T-3)**.

1.2.8.4. Inspects a sampling of all types of lodging at least annually. **(T-3)**.

1.2.8.5. Oversees on-base laundry and dry cleaning plant facilities and linen exchange operations. **(T-3)**.

1.2.8.6. Reviews/approves 5-year plan (APF and NAF) for capital improvement and replacement on an annual basis. **(T-3)**.

1.2.8.7. Reviews/approves APF and NAF budgets. **(T-3)**.

1.2.8.8. Ensures notification to AFPC Lodging Program of any changes, via AFPC/SVI, that would affect Lodging operation occupancy to include mission and room inventory changes. **(T-3)**.

1.2.9. Lodging Manager:

1.2.9.1. Executes the base lodging program IAW this instruction. **(T-3)**.

1.2.9.2. Prepares and modifies a 5-year plan (APF and NAF) for capital improvement and replacement on an annual basis. **(T-3)**.

1.2.9.3. Prepares APF and NAF budgets. **(T-3)**.

1.2.9.4. Establishes procedures for continued operation if the lodging PMS is inoperable. **(T-3)**.

1.2.9.5. Provides employees written instructions on safeguarding cash and forms, and ensures compliance. **(T-3)**.

1.2.9.6. Provides training in accordance with Air Force Lodging standards for all lodging employees and documents it accordingly. **(T-3)**.

1.2.9.7. Establishes and executes a viable employee recognition and awards program utilizing both squadron/division group and wing awards as well as lodging focused award programs. **(T-3)**.

1.2.9.8. Establishes local Operating Instruction (OI)s using Air Force Lodging OIs as a guideline. **(T-3)**.

1.2.9.9. Notifies AFPC Lodging Program, via AFPC/SVI, of any mission changes that would affect Lodging operations. **(T-3)**.

1.2.9.10.   Lodging managers will conduct semi-annual self-assessments of their operations using the Air Force Lodging Standards Checklist. **(T-3)**.

1.3. Lodging Facility Standards. DoD 4165.63-M, *DoD Housing Management*, prescribes standards (see **Table 1.1**) for transient, unaccompanied personnel housing (lodging). Personnel staying in DoD lodging operations should have the same quality facilities, furnishings, and services, as they would find in a good quality, mid-level, commercial hotel. The standards identified in this AFI are designed with the customer in mind. The customer wants consistent, quality service in all facets of the lodging operation and expects the same quality facilities, furnishings, and service from one Air Force lodging operation to the next. Air Force lodging managers, through their chain of command, are responsible for ensuring every aspect of their operation adheres to these standards. The use of standards will also help maximize economies and efficiencies in Air Force lodging operations. The lodging manager's goal is to meet 100% of the standards. For a complete list of the Air Force Inns guest room standards, refer to the *Air Force Lodging Standards* section of the Air Force Inns webpage on the USAF Services Portal. Requests for waivers due to inadequate space, guest inconvenience, or operational need may be forwarded from Squadron Commanders/Division Chiefs with complete justification to AFPC/SVI, to be routed to AFPC Lodging Program for consideration. Refer to Unified Facilities Criteria 4-720-01, *Lodging Facilities*, Feb 12, for new construction standards. Conversion of new construction visiting quarters (VQ) to business suites must be submitted to AF/A1S for consideration. For a complete list of VQs and Temporary Lodging Facility (TLF) facility design standards, refer to the USAF Services Portal under the *Lodging Recapitalization Program* section.

Table 1.1. Minimum Space and Privacy Standards

GRADE (see Note 1)	STANDARD
All Commissioned and Warrant Officers; All Civilians	250 square feet (net) living area: private room, private bath (Note 2)
E-7 – E-9	250 square feet (net) living area: private room, private bath
E-5 – E-6	135 square feet (net) living area: private room, bath shared with not more than one other
E-1 (other than basic trainees); E-2 – E-4	90 square feet (net) living area, not more than two to a room, central bath
Basic Trainees and Cadets	72 square feet (net) living area: open bay; central bath
Contingency	50 square feet (net) living area (Note 3)

1.3.1. Air Force lodging operations are not authorized to involuntarily lodge duty transient personnel in government lodging not meeting the minimum space and privacy standards identified in **Table 1.1**, during normal, peacetime operations, without the approval of AF/A1S, Operations Division (AF/A1SO). **(T-3)**.

1.3.1.1. Installation commanders may authorize lodging in facilities not meeting minimum standards for reasons of military necessity, such as contingency operations, natural disasters, emergencies, etc. It is inappropriate to involuntarily lodge duty transient personnel in facilities below minimum adequacy standards solely to reduce temporary duty (TDY) costs. **(T-3)**.

1.3.1.2. Duty transient personnel may voluntarily accept a lodging room that does not meet minimum adequacy standards. Room rates are not negotiable under any circumstances including rooms not meeting minimum adequacy standards.

1.3.1.3. Exception: Reserve personnel in Inactive Duty Training (IDT) status with a waiver from AFPC/SVI. **(T-3)**. *NOTES:* **1.** Lodging will house Air National Guard (ANG) and Reserve technicians in travel status according to the military grade shown on their travel orders. **2.** The net living area of a private room or suite is measured from the inside face of the peripheral wall and includes all enclosed, unshared spaces, and partitions. The net living area of a shared room is the clear area in the sleeping room allocated for an individual's bed, locker (wardrobe/closet), furniture, and circulation. It excludes lounges, bathrooms, hallways, and storage areas designated for military mobility and field gear, or equivalent. In an open bay, net living area is one equal share per person. For a detailed explanation on measuring rooms, please refer to the Unified Facilities Criteria, Lodging Facilities, on the USAF Services Portal. **3.** For information on contingency procedures, see **Attachment 4**. **4.** (ANG) Adhere to the above minimum adequacy standards identified in **Table 1.1** when obtaining commercial lodging (CL) while in an AT status. **(T-3)**. **5.** (ANG) The Training and Education Center at McGhee-Tyson Air National Guard Base (ANGB) TN and four Combat Readiness Training Centers (CRTC) (Alpena MI; Gulfport MS; Savannah GA; and, Volk Field WI), and the

five Regional Training Sites (RTS) (Fort Indiantown Gap PA; Charlotte (Baden) NC; March ARB CA; Fargo ND; and Fort Smith AR) are considered exceptions to lodging standards. The lodging accommodations are specially constructed to conform to particular needs of the TEC, CRTC and RTS locations and are deemed adequate for the occupancy of all personnel regardless of rank/grade or career field. **(T-3)**.

1.4. Facility Utilization. Lodging managers determine the number of lodging rooms required based on Priority 1 (see Chapter 2) guest historical data and future mission changes that may affect Priority 1 guest traffic. Commanders will re-designate lodging rooms/facilities as contingency quarters or other use if the occupancy rate is below 75% for a period of 1 year (or below 50% Priority 1 guests). Any re-designation of non-contingency lodging appropriated fund (APF) assets requires AF/A1S approval. **(T-3)**.

1.4.1. AF/A1S must approve any diversions of NAF built facilities including internal diversion such as redesignation of VQ rooms to Business Suites, etc. (Refer to AFI 32-9002, *Use of Real Property Facilities,* for additional guidance.)

1.4.2. Lodging managers may temporarily house newly assigned unaccompanied single permanent party personnel in lodging facilities if permanent party housing is not readily available. Members must pay the lodging room rate. Lodging units are not to be transferred temporarily to Unaccompanied Officer's Quarters (UOQ) or dormitories to circumvent the daily room rate. Members should consult their financial services office regarding pay entitlements. **(T-3)**.

1.4.3. If on-base lodging becomes unavailable for any reason, the lodging manager will inform potential customers IAW procedures outlined in AFMAN 34-102, *Directory of Government Quarters and Dining Facilities.* **(T-3)**.

1.4.4. Unaccompanied male and female guests will not share sleeping rooms or bathrooms, but may have adjacent bedrooms with a kitchen and/or living area between them if the kitchen/living area has separate doors with functioning locking mechanisms on both sides leading from the shared kitchen/living area to the private sleeping/bath area. However, every effort will be made to assign male and female guests to separate rooms. **(T-3)**.

1.4.4.1. For facilities configured as VQs the following guidelines apply: A separation of general areas between guests that fall into different rank categories is normally desirable. To the extent possible, assign airmen/non-commissioned officers (NCOs), officers, and aircrew members to rooms on separate floors/wings, especially when crew rest is an issue. Managers should use flexibility and good judgment when making these assignments. When rooms in the normally designated area are not available, assign guests to any available VQ room on a first-come, first-served basis. Do not send guests to commercial quarters or issue certificates unless there are no rooms available. **(T-3)**.

1.4.4.2. **(ANG)** Married couples on duty status may be lodged together if a private sleeping facility and a private bathroom are available. In recognition of the need to accommodate the mission, this request is desired but not mandatory for deployment and exercises. **(T-3)**.

1.4.4.3. **(ANG)** The installation/site commander may allow for single occupancy as space-A, financial considerations, and military necessity permits for eligible members performing Inactive Duty Training (IDT). Rooms will be assigned based upon the

designated rank or position the installation/site commander had deemed eligible for a private room for on base or CL. **(T-3)**.

1.5. Guest Room Standards. Every effort should be made to ensure our guests have clean, comfortable rooms that afford them a good night's rest. All lodging employees have a significant role in this effort. The room should be attractively furnished, supplied appropriately, clean, and properly maintained to ensure guests have a pleasant stay. Detailed guest room amenity, furnishing, and supply standards are located in *Air Force Lodging Standards* on the USAF Services Portal, **https://www.usafservices.com**. **(T-3)**.

1.5.1. Guest Room Accessories and Amenities. Air Force lodging rooms are distinguished by the attention to detail that is put into the rooms to make them as comfortable as possible for all lodging guests. To ensure consistent service from one Air Force Inn to the next, all lodging operations must provide guests the same standard accessories and amenities. See *Air Force Lodging Standards* on the USAF Services Portal for the detailed list of standard Air Force Inn accessories and amenities. **(T-3)**.

1.5.2. Guest Information. Each room will have a guest information book prominently displayed which includes a welcome letter from the lodging manager on the first page including how guests may contact the duty manager. Ensure information is available pertaining to local areas and conditions. Lodging will also list occupant responsibilities in guest room information books. See *Air Force Lodging Standards* on the USAF Services Portal for a detailed listing of what is required in the guest information book. **(T-3)**.

1.5.3. Guest Privacy. Lodging staff will not enter a guest room displaying a "Do Not Disturb" sign, unless the sign has been displayed for three consecutive days. On the third day, lodging staff will enter the room to ensure the safety of the guest and condition of the room. This should be accomplished no earlier than the posted check-out time. Pet Friendly TLFs will be entered daily to remove excessive dander and fur, and inspected for fleas, ticks, and any damages caused by pets. For more information, see **1.6.2 and 1.19**. **(T-3)**.

1.5.3.1. Lodging managers will work with a POC for long term aircrews to obtain aircrew resting schedules to prevent housekeeping interruptions. During unforeseen emergency circumstances, maintenance will enter rooms as appropriate. Guest rooms will also be entered IAW contractually obligated maintenance schedules. **(T-3)**.

1.6. Occupant Responsibilities in the Facilities and Guest Rooms. Occupants are responsible for their conduct and the conduct of their guests and/or family members while in government lodging. Their actions must not infringe on the rights of others. **(T-3)**. *NOTE:* Guests that are accompanied by Americans with Disabilities Act (ADA) Service dogs are authorized to stay in lodging facilities, regardless of an approved local pet policy and are exempt from paying any additional fees above the nightly room rate. For additional guidance on ADA requirements concerning Service Animals, see the USAF Services Portal.

1.6.1. No-Smoking Policy. All Air Force lodging common areas and guest rooms, including TLF units, are no-smoking areas. If smoking does occur in a guest room, an efficient ionizer or deodorizer will be used to clean the room to rid it of smoke residue. Guests may be charged up to a $150.00 fee based on expenses incurred to return the room to available inventory for violating the no-smoking policy. Once cited, guests who violate this policy are

subject to eviction as determined by the lodging manager; appeals should be made through the Force Support Squadron Commander/Director. **(T-3)**.

1.6.2. Pet Friendly TLFs. Housekeeping or lodging management will enter Pet Friendly TLFs daily. Guests may be charged up to a $150.00 cleaning fee based on expenses incurred to return the room to available inventory when pet friendly TLFs require extraordinary cleaning or incur damages. Once cited, guests who violate this policy are subject to eviction as determined by the lodging manager; appeals should be made through the Force Support Squadron Commander/Director. Pets in VQs are not authorized and are incompatible with the purpose of TDY facilities. Information on operating Pet TLFs is found in **paragraph 1.19** (T-3).

1.6.2.1. Guests may be charged up to a $150.00 cleaning fee based on expenses incurred to return the room to available inventory for violating the no-pet policy in non-pet friendly rooms. **(T-3)**.

1.6.3. Occupants will conserve utilities, and comply with Air Force fire, health, and safety regulations. **(T-3)**.

1.6.4. Occupants will reimburse lodging for damage beyond fair wear and tear, and for missing government property caused by abuse or negligence on their part or by their guests. AFMAN 23-220, *Reports of Survey for Air Force Property,* or AFI 34-202, *Protecting Nonappropriated Fund Assets*, govern the assessment of loss or damage to a lodging unit by a guest. The lodging manager processes a report of survey on loss or damage to NAF/APF assets in accordance with AFMAN 23-220 and AFI 34-202. **(T-3)**.

1.7. Guest Security in Facilities and Guest Room. Guest safety and security is of the utmost importance. Accordingly, the front desk staff must not give a guest's room number or personal information to others. **(T-3)**.

1.7.1. Key control procedures will be implemented to ensure security. Do not print room numbers on the key, key chain, or electronic door openers. If room numbers are already placed on keys or key chains, place the key in a small envelope to conceal the room number until replaced. **(T-3)**.

1.7.2. Do not issue replacement keys to guests when requested without positive identification confirming the guest is assigned to the room. **(T-3)**.

1.7.3. All interior corridor rooms will have evacuation procedures with maps leading to the closest exit posted on the backside of all room entry doors. **(T-3)**.

1.8. Guest Room Housekeeping and Preventive Maintenance. The housekeeping staff plays a very important role in ensuring guests enjoy their stay and must ensure all lodging rooms and common areas are clean, orderly and in proper working order. All housekeepers must provide guests with friendly, prompt, professional service. **(T-3)**.

1.8.1. Guest requests for housekeeping service or supplies made during normal duty hours must be fulfilled no later than 30 minutes after the request is made. Supplies such as towels, linen, spare light bulbs, and toilet paper, will be available at the front desk after normal duty hours. **(T-3)**.

1.8.2. Full room cleaning, common area cleaning, deep cleaning, and preventive maintenance checks will be accomplished according to prescribed standards. Standards and

checklists are located in the AF Lodging Standards Checklist, which can be found on the USAF Services Portal. **(T-3)**.

1.9. Guest Room Quality Assurance Inspection and Review. The installation commander (or deputy) inspects a sampling of all types of lodging at least annually. The lodging manager maintains a record of these inspections to include dates, facilities visited, and comments. All discrepancies noted must be tracked and corrected. **(T-3)**.

1.9.1. Lodging management (i.e., general/assistant manager) will inspect at least 1-2 percent of guest rooms (each room type) on a weekly basis (and maintain documentation of inspections for at least one year). **(T-3)**.

1.9.2. At least two members of the lodging management staff must conduct formal inspections of lodging common areas and at least 25 percent of the guest rooms each quarter and document their findings (maintain inspection documentation for at least one year). **(T-3)**.

1.9.3. Housekeeping supervisors (to include work leaders) are required to conduct formal inspections of at least 1-2 percent of guest rooms (each room type) on a weekly basis (and maintain documentation of inspections for at least one year). **(T-3)**.

1.9.4. The lodging staff conducts safety self-inspections of all lodging facilities and operations, using checklists from Air Force Occupational Safety and Health Standards annually or as directed by the local safety office. **(T-3)**.

1.9.5. The maintenance staff conducts room specific preventive maintenance on at least 25 percent of the guest rooms each quarter and documents findings (maintain inspection documentation for at least one year). **(T-3)**.

1.10. Business Suites. An installation commander may designate business suites within the VQs. Business suites will be released NLT 1600 daily to the Lodging office when managed by the Protocol office. Occupancy should be maximized by issuing a majority of rooms to other TDY and Space A travelers regardless of rank or status (being mindful of upcoming reservations) aiming to keep business suites occupied at least 75% of the time or risk a reduction in their business suite inventory. **(T-3)**.

1.10.1. No more than five percent of a lodging operation's total transient quarters will be identified as business suites without AFPC Lodging Program approval. Waivers must be resubmitted no later than every two years from the original date of approval, and should justify excess need and include historical occupancy data. **(T-3)**.

1.10.2. Lodging and protocol will establish a local operational instruction concerning business suite reservations and management to include exceptions to 1.9 above such as protection of General Officer suites, etc. It should also emphasize space-A and occupancy percentages. **(T-3)**.

1.10.3. MAJCOMs and/or bases are not authorized to adjust the number of business suites constructed in VQs. Any action pursued to either reduce or expand the number, and/or size, of suites constructed is inconsistent with the justification and methodology for providing VQs and must be submitted through AFPC/SVI for AFPC Lodging Program to forward recommendations to AF/A1S as the sole waiver authority. **(T-3)**.

1.11. Fitness Rooms. In keeping with the Fit to Fight culture of the Air Force, fitness rooms will be included in Air Force lodging facilities when space and equipment permit. Fitness rooms should focus on commercial grade cardio equipment such as treadmills, elliptical trainers, stair climbers, and stationary bicycles. (Fitness equipment is an appropriated fund requirement.) Additionally, adequate space for abdominal work and stretching is required. Free weights or other weight machinery is not appropriate for this area and is best left to fully supervised facilities such as the base fitness center. A television for viewing while using the equipment is required as are towelettes to clean the equipment after use. Ideally, when establishing a fitness room, lodging should partner with the fitness center staff to maximize use of their excess equipment. Whether reusing aged fitness center equipment or buying new, lodging should use the same cardio equipment brands as the base fitness center and establish equipment maintenance through the fitness center's source. Lodging fitness rooms are in no way intended to compete with base fitness centers, but instead should complement the focus on an individual's responsibility to stay Fit to Fight in the TDY/permanent change of station (PCS) environment. Specific standards, location consideration, etc., are listed in the Air Force Lodging Standards section of the Air Force Inns webpage on the USAF Services Portal. **(T-3)**.

1.12. Business Centers. Air Force personnel traveling on TDY or PCS orders often require continued contact with their offices/duty stations. Air Force Inns must provide standard business services including internet access, fax, copy capability and CAC readers for official business at no cost. Specific standards/guidelines regarding the appropriate number of computers for a business center are listed in the *Air Force Lodging Standards* section of the Air Force Inns webpage on the USAF Services Portal. **(T-3)**.

1.13. Laundry Facilities. Laundry equipment will be offered to our guests at no charge. Laundry supplies (detergent, softener, etc.) must be available to guests through coin-operated vending machines located in laundry rooms or at retail sales outlets. Washers and dryers are provided at a ratio of one washer and dryer for each 12 rooms in VQs and one washer and dryer per each eight rooms in TLFs (one per unit in new construction); however at training bases or bases where a significant portion of the customer base involves long-term stays (more than three-weeks duration), the ratio is one washer and dryer for each eight VQs. **(T-3)**.

1.14. Transient Aircrew Lodging. Lodging provides a private room/private bath to officer transient aircrew members (accommodations may include a shared kitchen and/or living area). For enlisted transient aircrew members, lodging provides a private room and a private or shared bath. Aircrew members are defined as anyone on the flight crew order. Ensure gender is considered when assigning lodging for aircrew members. **(T-3)**.

1.14.1. Lodging managers should consider crew rest before assigning aircrew members to rooms in the vicinity of construction or maintenance operations. **(T-3)**.

1.14.2. Lodging may assign other authorized guests to transient aircrew accommodations if not required for aircrews and other on-base lodging is not available. When assigning other TDY personnel to aircrew accommodations, advise them of the varied aircrew members sleeping hours, and ask them to refrain from making any noise or disturbance that could interrupt crew rest. **(T-3)**.

1.14.3. Lodging will maintain aircrew integrity by housing the entire aircrew either on base or off base. If housed on base, lodging will house them as close together as possible. If

lodged off base, lodging will house the aircrew in one commercial establishment whenever possible. (T-3).

1.14.4. The installation commander or the aircraft commander may waive aircrew lodging requirements on a temporary basis for reasons of military necessity. **(T-3)**.

1.15. Guest Parking. There must be adequate and designated vehicle parking for guest registration with a separate area for unloading/loading passengers and baggage. All facility parking areas must be well marked, free of debris, and adequately lighted at night. Where feasible, each business suite will have a designated parking space as close as possible to the room. **(T-3)**.

1.16. Facility and Guest Room Signage. Proper signage is necessary to direct lodging guests to the lodging reception center and to their rooms. The lodging manager will make every effort to ensure the following signage is in place: **(T-3)**.

1.16.1. Directional signs from base gate(s) to the lodging reception center(s). **(T-3)**.

1.16.2. Illuminated exterior sign(s) identifying the lodging reception center and all other lodging facilities. **(T-3)**.

1.16.3. Illuminated signs identifying lodging facility numbers. **(T-3)**.

1.16.4. Directional signs at each lodging guest facility entrance, and on each floor of multi-story buildings, indicating the room location, room numbers on each exterior guest room door, and where vending machines, ice machines, laundry facilities, etc., are located. **(T-3)**.

1.17. Facility Employee Work and Break Areas. All lodging employee break areas must reflect the same quality standards of lodging common areas and guest rooms. The lodging manager will designate appropriately furnished and decorated lounge areas for lodging employees to take their breaks. **(T-3)**.

1.18. Training/Conference Rooms. Lodging is required to have a training/conference room large enough to host training for the majority of the employees. **(T-3)**.

1.18.1. The room may be used by guests or other base units at no cost with the understanding the groups will pick up after themselves. **(T-3)**.

1.18.1.1. A cleaning fee can be charged to any group that either damages the facilities or leaves an excessive mess. **(T-3)**.

1.19. Pet TLFs. (IAW AFI 32-6001, *Family Housing Management***).** Every effort should be made to accommodate the inclusion of Pet Friendly TLFs in an Inn's inventory and to provide PCS quarters to this unique segment of the AF Family. All Air Force Inns will provide Pet Friendly TLFs unless waived by AFPC Lodging Program. **(T-3)**.

1.19.1. Pet friendly TLFs will not exceed 40% of TLF inventory unless a waiver is approved by AFPC Lodging Program. **(T-3)**.

1.19.2. Pet owners will be charged a standard $10 per room per night fee regardless of the number of pets in the unit and duration of stay. **(T-3)**.

1.19.3. To ensure consistency in government quarters in Air Force Installations refer to AFI 32-6001 to determine types of pets allowed, appropriate behavior and temperament of animals, and detailed responsibilities of the pet owners. **(T-3)**.

1.19.4. The lodging manager retains the authority to determine the number and type of pets allowed per unit, termination of stay for failure to remove aggressive or unruly pets and any additional charges for pet damages. **(T-3)**.

1.19.5. Military Working Dogs (MWD) are Federal Service Dogs but do not fall under ADA guidelines. When traveling with a MWD, service members should coordinate in advance with the kennel master of the destination base to arrange boarding. If there is no availability a letter stating such must be obtained from the installation kennel master. On the rare occasion a MWD is authorized to stay in a lodging facility, every effort should be made to utilize a Pet TLF. If a pet TLF is not available, it is at the lodging manager's discretion if they choose to use a non-pet room. A local operating instruction should be established by the lodging manager instructing how MWDs will be lodged. MWDs will be handled IAW 31-121, *Military Working Dog Program.* **(T-3)**.

    1.19.5.1. MWDs are subject to pet fees and any additional cleaning fees. **(T-3)**.

1.19.6. If non-pet TLFs are available, a certificate of Non Availability will not be issued. Occupants will obtain appropriate care for their pets when pet units are not available. The lodging manager will ensure a list of local pet kennels is available. **(T-3)**.

    1.19.6.1. Guests are not allowed to house their pets in their vehicles for extended periods of time. **(T-3)**.

Chapter 2

GUEST ELIGIBILITY

2.1. Eligible Guests in Air Force VQs and TLFs. Table 2.1. lists personnel who qualify for Priority 1 and Priority 2 status in VQs. Table 2.2. lists personnel who qualify for Priority 1 and Priority 2 status in TLFs. Personnel listed as Priority 2 are assigned rooms on a space available basis. Within Priority 1 and Priority 2, assignments to VQs and TLFs are made on a first-come, first-served basis, without regard to rank. (T-3).

2.1.1. **(ANG)** ANG installations may provide lodging accommodations, either on the installation or in CL, for eligible unaccompanied personnel requiring government lodging during IDT or AT whenever possible. Eligible unaccompanied personnel are members of the unit who reside outside the 50 mile commuting distance as required by DoDI 1225.9. **(T-3)**.

2.1.2. **(ANG)** The Wing Commander has the option to amend eligibility in case of inclement weather, natural disaster, or other safety concerns, such as extended duty hours due to duty position requirements. **(T-3)**.

2.1.3. **(ANG)** ANG Lodging Managers must annually determine (July-September) eligible members, and have supporting documentation. This allows for proper budgeting of funds for lodging accommodations. **(T-3)**.

2.1.4. **(ANG)** Lodging at no expense to the eligible unaccompanied personnel during IDT is not a benefit guaranteed by the ANG and is contingent upon funding and the discretion of the installation commander/site commander. **(T-3)**.

2.2. Support of Tenant Units. Host base lodging managers support personnel assigned or on TDY to tenant and attached units. Host-tenant or inter-service support agreements must reflect this support.

2.2.1. **(ANG)** ANG installations should first use other military lodging accommodations within the surrounding area before securing CL for eligible unaccompanied personnel during IRT. **(T-3)**.

2.2.2. **(ANG)** TDY personnel to ANG installations will be lodged either on the installation where military accommodations are available or in CL. TDY personnel will pay their own lodging expense utilizing their government travel card. **(T-3)**.

2.2.3. **(ANG)** TDY –to – school students should utilize the nearest lodging facility to their training site (military accommodations available or in CL), to eliminate possible hindrances to their learning experience. **(T-3)**.

Table 2.1. Eligibility for Use of Air Force Lodging VQs and Assignment Priority (One or Two)

	A	B	C	D
R U L E	**If individual is: (not listed in Priority sequence)**	**The Guest is Priority:**	**Issue a Non-availability number through Property Management System (PMS)**	**Room charges (to include CL) paid by:**
1	Military or DoD civilian temporary duty (TDY) to the installation (including TDY-to-School students)	One	Yes	Individual (See Note 14)
2	Military or DoD civilian on permissive TDY to the installation	One	Yes	Individual (See Note 14)
3	Active duty military on emergency leave	One	Yes	Individual
4	Aircraft passenger (including family members) on official orders or emergency leave at actual ports of embarkation	One	Yes	Individual
5	Family member on medical TDY orders	One	Yes	Individual
6	Military or civilian using military aircraft in TDY or permanent change of station (PCS) status who, for reasons beyond his or her control, remains overnight (RON) at a location other than TDY or PCS location	One	Yes	Individual (See Note 14)
	A	B	C	D
R U L E	**If individual is: (not listed in Priority sequence)**	**The Guest is Priority:**	**Issue a Non-availability number through Property Management System (PMS)**	**Room charges (to include CL) paid by:**
7	Guest of the installation, as determined by the installation commander	One	Yes	(See Note 18)
8	Medal of Honor recipients	One	Yes	Individual
9	Unaccompanied military	One	Yes	Individual

	entitled to permanent quarters, but temporarily without permanent housing due to PCS or leaving for/returning from AOR deployments of 179 days or more.			(See Note 14)
10	Unaccompanied civilian (OCONUS only) entitled to permanent quarters, but temporarily without permanent housing due to PCS	One	Yes	Individual
11	Military and civilian personnel and family members, or family member alone, when in a PCS status	One	Yes	Individual (Notes 1, 2, 14)
12	Individual Mobilization Augmentee (IMA) members on an annual tour (AT), school tours, special tours of active duty, or inactive duty training, in a per diem or non-per diem status to the installation	One	Yes	Individual (See Note 4)
13	Unit-assigned Reserve personnel on AT, school tours, or special tours of active duty, in a per diem or non-per diem status	One	Yes	Individual (See Notes 5, 6 and 14)
14	Unit-assigned Reserve personnel in an inactive duty for training (IDT) status away from unit of assignment	One	Yes	Individual (See Notes 5, 6 and 14)
15	Unit-assigned Reserve personnel in an IDT status at unit of assignment	One	Yes	Unit of Assignment (See Notes 5, 8 and 14)
16	Air National Guard personnel on AT, school tours, special tours of active duty, or in a per diem status	One	Yes	Individual

	A	B	C	D
R U L E	**If individual is: (not listed in Priority sequence)**	**The Guest is Priority:**	**Issue a Non-availability number through Property Management System (PMS)**	**Room charges (to include CL) paid by:**
17	Air National Guard personnel on AT, or in a non-per diem status	One	Yes	Individual (See Note 9)
18	Air National Guard personnel in an IDT status at assigned installation	One	Yes	Individual OR Unit of Assignment (See Notes 10 and 13)
19	Military Academy and Reserve Officer Training Corps (ROTC) cadet traveling on official orders	One	Yes	Parent organization (See Note 14, 16 and 17)
20	Applicant for an Air Force commission under AFI 36-2001, *Officer Training Program Examining Centers (OTPEC)*	One	No	Parent organization
21	TDY foreign military or civilian sponsored through security assistance programs	One	No	(See Note 3)
22	Individuals or groups housed for humanitarian reasons, such as natural disasters or adverse weather conditions, and when approved by the installation commander	One	No	Individual
23	Military and civilian personnel TDY to a nearby location who desire on-base quarters including Air National Guard and Reserve personnel regardless of status when it is cheaper to the government	One	No	Individual (See Notes 12 and 14)
24	Friends/relatives of an active duty patient or medical retiree in a DoD	One	No	Individual

medical facility (or when referred to a civilian medical facility by DoD medical authorities)			(See Note 14)
	A	**B**	**C**	**D**

R U L E	If individual is: (not listed in Priority sequence)	The Guest is Priority:	Issue a Non-availability number through Property Management System (PMS)	Room charges (to include CL) paid by:
25	Family member accompanying official TDY personnel	Two	No	Individual (See Note 14)
26	Contract personnel doing business on base	Two	Yes	Individual (See Note 11)
27	Relative or guest of military or DoD civilian member assigned to the installation	Two	No	Individual (See Note 14)
28	DoD retiree with ID card (to include Air National Guard and Reserve) and their accompanying family members	Two	No	Individual (See Notes 14 and 15)
29	Active duty member, with or without his/her family members in status other than TDY status	Two	No	Individual (See Note 13)
30	DoD civilians, with or without his/her family members in status other than TDY status	Two	No	Individual
31	US civilian and his/her family members on Environmental Morale Leave orders from overseas duty assignment, only if TLFs are not immediately available	Two	No	Individual
32	Air National Guard and Reserve personnel (in non-duty status possessing valid identification (ID) card) and his/her family members	Two	No	Individual
33	Space Available passengers aboard military	Two	No	Individual

	aircraft delayed short of destination, or passengers arriving at ports for Space Available travel on departing military flights			
34	JROTC cadets, Civil Air Patrol organizations, and youth groups, when approved by the installation commander	Two	No	Individual
	A	**B**	**C**	**D**
R U L E	**If individual is: (not listed in Priority sequence)**	**The Guest is Priority:**	**Issue a Non-availability number through Property Management System (PMS)**	**Room charges (to include CL) paid by:**
35	Unaccompanied family member (18 years or older, with valid ID card)	Two	No	Individual (See Note 14)
36	Family member (18 years or older, with valid ID card) of DoD command-sponsored civilian overseas	Two	No	Individual (See Note 14)
37	US Government Agency employees	Two	No	Individual
38	Person separated under the Transition Assistance Management Program	Two	No	Individual
39	Other DoD ID card holders not on official business to include disabled veterans	Two	No	Individual
40	Foreign military personnel entitled to unescorted base access and entry	Two	No	Individual

NOTES:

1. Civilian personnel and/or their family members are Priority 1 for on base lodging when in a PCS status overseas. In CONUS, they are Priority 2 for on base lodging.

2. Do not issue a PCS member an automated CL authorization or Non-Availability (NA) number. Instead, provide member an Air Force Inns Temporary Lodging Expense Allowance/Temporary Lodging Allowance (TLE/TLA) memorandum. Using the Property Management System (PMS), the guest will be registered in the Wait List Module and assign them a CL or NA room type. Reference the PMS wait list account number on the provided TLE/TLA memorandum. **(T-3)**.

3. All foreign personnel must pay lodging room rates directly to the lodging office, except International Military Education and Training (IMET) enlisted personnel. Lodging requests reimbursement for IMET enlisted personnel through the host base foreign training office and accounting and finance office. Invoices must list names, nationality, and number of days that lodging was provided, and total amount of charges. Lodging must also furnish a copy of each student's travel orders. **(T-3)**.

4. IMA members will pay all lodging charges, regardless of type of duty performed (i.e., active duty, AF Form 938, *Request and Authorization for Active Duty Training/Active Duty Tour*; inactive duty for training, AF Form 40A, *Authorization for Individual Inactive Training*, per diem status, or location where the duty is performed (i.e., at or away from the assigned unit/man-day assignment). IMA members must file for reimbursement through IMAT-OL/FMFPT (Consolidated Accounting and Finance Office, Travel Section), 1392 Second Street, Dobbins ARB GA 30069-4823. **(T-3)**.

5. Lodging managers who have other groups requesting reservations more than 60 days out will work with the ARC wing/unit lodging POC to maximize occupancy in Lodging facilities. When quarters are in short supply on a routine basis, Lodging and the ARC unit should work together to negotiate with a commercial hotel for quarters at or near the Base Lodging rate. **(T-3)**.

6. Unit-assigned Air Force Reserve personnel in an active duty status, to include annual tours (AT) in a per diem or non-per diem status, performed at home station or away from home station, will pay all lodging charges and file for reimbursement on a travel voucher. (T-3).

7. Unit-assigned Reserve personnel in an IDT status away from home station will pay their own lodging costs and file for reimbursement. **(T-3)**.

8. Unit-assigned Reserve personnel in an IDT status at home station will not pay for their own lodging. The unit of assignment will pay all lodging room charges via an organizational credit account (e.g., Government Purchase Card (GPC)). Refer to **Attachment 2** for billing procedures. **(T-3)**.

9. Air National Guard (ANG) members in an active duty status for AT in a non per diem status will pay for on-base lodging or CL. ANG members will file for reimbursement through their unit of assignment. **(T-3)**.

10. Air National Guard members in an IDT status will not pay their lodging room charges. The unit of assignment will pay IDT lodging charges via an organizational credit account (e.g., GPC). Refer to **Attachment 2** for billing procedures. For Geographically Separated Units (GSUs), Air National Guard and Reserve lodging is provided in accordance with the Inter-Service Support Agreement and Host Tenant Support Agreement. **(T-3)**.

NOTE: For payment procedures concerning individual and unit-assigned Air Force Reserve personnel, contact AFRC/A1SP (Programs Division, Services Directorate), Robins AFB GA, DSN 497-2103. For Air National Guard billing procedures, contact Air National Guard, Services Plans Division NGB/A1SC, Andrews AFB MD, DSN 612-7155. **(T-3)**.

11. Contract personnel traveling overseas are lodged according to the contract provisions and the host-nation Status of Forces Agreement. For CONUS and OCONUS, AFPC Lodging Program will provide a letter of identification for those personnel with centrally managed contracts if they do not have a Common Access Card (CAC). Lodging managers will coordinate with the contracting authority to provide LOIs for personnel of non-centrally managed contracts if they do not possess a CAC. **(T-3)**.

12. If space is available for these guests, confirm their reservation as a Priority 1 status for the duration of their stay. **(T-3)**.

13. Unless otherwise covered by other rules in this table.

14. Military includes US Coast Guard members.

15. Retirees who are evacuated to a Medical Treatment Facility in the United States are considered Priority 1 and thus allowed to make confirmed lodging reservations for the duration of their stay. **(T-3)**.

16. Air Force Reserve Officer Training Corps (AFROTC) cadets participating in the Operation Air Force Program and the Base Visit Program are not in a per diem status. They are not charged for services provided (except for incidental expenses, e.g., sundries, phone charges, etc.). They are not assigned to CL without prior approval from AFROTC/DOSR. Reimbursement for lodging room rates is accomplished as follows: For the Operation Air Force Program, collect a copy of each cadet's orders, indicate the daily service rate and estimated number of nights' stay and fax a copy of the cadet's orders to AFROTC/DOSR at DSN 492-7003 or commercial (334) 953-7003, within 5 days after checkout. AFROTC/DOSR will provide a Government Travel Account (credit card) number to pay for room charges. Upon checkout, fax a copy of the paid bill/receipt to AFROTC/DOSR. For the Base Visit program, fill out the information at the bottom of the cadet's special orders, where it says, "note to lodging facility," and fax a copy to AFROTC/DOSR. All other procedures are the same as the Operation Air Force Program. **(T-3)**.

17. Every attempt must be made to house United States Air Force Academy Cadets on base. If there is no on-base room availability during the proposed TDY dates, these cadets may be authorized CL with approval from the cadet liaison officer. CL costs will be paid directly by the individual cadet. **(T-3)**.

18. See **paragraph 4.7.** for guidance on payment procedures.

19. (ANG) Eligible unaccompanied personnel are members who reside outside the 50 mile commuting distance and may use the lodging accommodations at no expense for IDT. **(T-3)**.

20. (ANG) All full-time employees at the assigned ANG installation (AGR) are considered to be living within the commuting distance. The unit is not authorized to pay lodging for ANG members employed full-time (AGR) for IDT unless required by military necessity (e.g., alert, mobilization). This excludes all Title 5 Technicians assigned to the installation. **(T-3)**.

21. (ANG) The unit may authorize lodging accommodations for non-eligible ANG members at no cost to the members due to inclement weather. **(T-3)**.

22. (ANG) On-base lodging or CL may be provided to eligible members arriving the night before the first IDT. **(T-3)**.

Table 2.2. Eligibility for Use of Temporary Lodging Facilities and Assignment Priority (One or Two)

	A	B	C
R U L E	If the individual is:	Then they are Priority:	Room charges (to include CL) paid by:
1	Active duty military or Active Guard or Reserve personnel with one or more family members in PCS status or leaving for/returning from AOR deployments of 179 days or more.	One	Individual (See Notes 1,2,and 4)
2	Personnel entitled to on-base housing displaced from housing (on or off base) due to fire, flood, tornado, etc., making their residence unsafe for occupancy	One	Individual (See Note 6)
3	Military families displaced temporarily from on base housing for scheduled maintenance or repair	One	Individual (See Note 6)
4	Active duty military or Active Guard or Reserve member on permissive TDY or on leave to house hunt in conjunction with PCS, retirement, or separation with one or more family members traveling.	One	Individual (See Note 4)
5	Friends and relatives of an active duty patient or medical retiree in a DoD medical facility (or in a civilian medical facility when referred there by DoD medical authorities)	One	Individual (See Note 4)
6	Outpatient of a civilian or military hospital if referred by an Air Force hospital	One	Individual (See Note 4)
7	Guests of the installation as determined by the installation commander.	One	Individual
8	Medal of Honor recipients	One	Individual
9	PCS DoD civilian personnel with family members or family members alone (18 years of older) lodged OCONUS, incident to PCS, separation, or retirement, when eligible for Living Quarters Allowance	One	Individual
10	Military member TDY (and accompanying family members) en route to PCS location	One	Individual (See Note 4)

11	Individuals or groups stranded due to natural disasters or adverse weather conditions, and when approved by the installation commander	One	Individual
12	Military member and family members on leave, delayed en route, or non-leave status	Two	Individual (See Note 4)
	A	**B**	**C**
R U L E	**If the individual is:**	**Then they are Priority:**	**Room charges (to include CL) paid by:**
13	Military and DoD personnel on TDY when VQs are fully occupied	Two	Individual (See Note 4)
14	Retired DoD member with ID card traveling alone (when other room types are occupied) or with his/her family members	Two	Individual (See Notes 4 and 5)
15	DoD civilians and family members on leave or non-leave status	Two	Individual
16	Unaccompanied personnel incident to PCS if neither VQ nor permanent party housing is available	Two (See Note 7)	Individual
17	DoD civilians accompanied by family members incident to PCS in CONUS	Two	Individual
18	Air National Guard and Reserve personnel (in a non-duty status, possessing a valid ID card) and his/her family members	Two	Individual
19	US Government Agency employees	Two	Individual
20	Relative or guest of military/civilian member assigned to the installation	Two	Individual (See Note 4)
21	Air National Guard and reserve personnel in an inactive duty training (IDT) status at assigned installation	Two	Individual
22	Other DoD ID card holders not on official business to include disabled veterans	Two	Individual
23	Foreign military personnel entitled to unescorted base access and entry	Two	Individual

NOTES:
1. PCS-in as Priority 1 applies only to the member's new duty assignment location, not PCS en route (traveling to new assignment). PCS-out as Priority 1 applies only to the member's departing duty assignment location, not PCS en route (traveling to new duty assignment). Personnel on a PCS in or out of the local area (i.e., Recruiters, regardless of service) will be considered Priority 1 for assignment in the TLF at the installation closest to their office location regardless of their host base of assignment. Military personnel leaving or returning from 179 days or more deployment to the AOR will be given the same consideration as PCS personnel.

2. If no space is available on base then register the guest in the PMS as a NA account (wait list). Provide the member a locally devised TLE/TLA memorandum. Annotate the NA account number on the memorandum. **(T-3)**.

3. This does not apply to government housing occupants who are displaced as a result of programmed housing renovation/ upgrade (e.g., kitchen renovations, etc.).

4. Military includes US Coast Guard members.

5. Retirees who are evacuated to a MTF in the United States are considered Priority 1 and thus allowed to make confirmed lodging reservations for the duration of their stay. **(T-3)**.

6. IAW Comptroller General decision B-22520S, reimbursement for lodging expenses exceeding BAH rates may be reimbursed out of the installation O&M account. **(T-3)**.

7. Unaccompanied personnel incident to PCS traveling with pet(s) will be Priority 1 for Pet Friendly TLF. **(T-3)**.

Chapter 3

RESERVATION AND CHECK-IN/OUT PROCESS

3.1. Reservation Process for On-Base Lodging. The reservation process is typically the guest's first encounter with the lodging operation. Therefore, lodging personnel who accept reservations must be thoroughly trained to conduct this procedure as efficiently and smoothly as possible. Air Force lodging accepts reservations for travelers 24 hours a day, 7 days a week, on a first-come, first-served basis, without regard to rank. Lodging facilities operating less than 24 hours a day must have the capability to accept reservations via answering machines after normal duty hours. Air Force military TDY personnel must use on-base lodging when available unless waived for military necessity, and will make advance reservations when traveling to an Air Force installation. Reservations can be made via a traveler's home installation's servicing commercial travel office (CTO) or by contacting an Air Force Inn directly. The Air Force Inns Directory can be found at: **http://www.dodlodging.net** for public access. This directory can also be used to make direct online lodging reservations. Guests may also make CONUS reservations by calling 1-888-AF-LODGE (235-6343). Lodging managers must report all lodging phone number changes to AFPC/SVI to immediately forward to AFPC Lodging Program.

3.1.1. The JFTR/JTR requires official travelers to exercise the same care and regard for incurring expenses paid by the government as would a prudent person traveling at personal expense. **(T-3)**.

3.1.2. The JFTR requires uniformed service members on orders to a U.S. installation to check for Government Quarters availability at the site to which they are temporarily assigned. **(T-3)**.

3.1.3. Military and civilians traveling TDY should select the installation as their TDY location (i.e, versus a city) when requesting orders through DTS. **(T-3)**.

3.1.4. Guest reservations are booked by reserving room type space and not specific rooms. Reserving guest reservations by space versus room results in the most effective use of available quarters and the best customer service. There will be occasions where reservations will be needed for specific rooms such as for Distinguished Visitors, handicap rooms, or other unique situations. **(T-3)**.

3.1.5. Guests checked-in between 2400 and 0500 will be charged for the previous night's stay. Guests requesting an "early check-in" and reserving a room for the day prior to their arrival may be assessed an early check-in fee, regardless of their actual arrival time. Guests checking in after 0500 will be charged for the current day's stay. **(T-3)**.

3.1.6. Newly inducted enlisted members undergoing processing, orientation, or basic training, including technical training at a base having both government dining facilities and lodging, are not authorized per diem or reimbursement for lodging room rates, and will be accommodated in permanent party housing. However, if members have attended a PCS school and are attending follow-on training and are entitled to per diem, lodging provides accommodations. **(T-3)**.

3.1.7. The installation commander reserves the right to refuse service to any guest for cause. (This responsibility may be delegated in writing to the lodging manager.) A memorandum

for record (MFR) detailing the reasons for refusal should be sent to the Force Support squadron for review and filing. **(T-3)**.

3.1.8. The lodging office will house group travelers requiring team integrity at the same geographical location (all on base or all off base) when specified on the group members' travel orders. **(T-3)**.

3.1.9. **(ANG)** Eligible ANG members should advise the lodging manager or designated representative the Saturday of UTA prior to the next schedule training periods. This allows the ANG unit to secure the required rooms at a military lodging facility or CL. **(T-3)**.

3.1.10. **(ANG)** Eligible ANG members performing AT, at their assigned installation, must contact their lodging managers/Base Services Manager, or their unit lodging representative prior to making any reservations, and then follow the prescribed lodging plan for their ANG installation. **(T-3)**.

3.1.11. **(ANG)** Eligible ANG members wishing to share a room with ineligible dependents may do so provided there is neither an additional cost to the government nor a reduction in needed occupancy. The member will accrue all additional cost. **(T-3)**.

3.2. VQ Reservation Process. At the time lodging confirms the reservation request, the staff must inform TDY personnel whether their reservation is confirmed for on-base lodging or off-base lodging. If on-base and CL accommodations are not available the guest has the option to accept a (NA) number and find their own hotel or allow the front desk to assist them with securing accommodations. The member is authorized CL if adequate lodging is unavailable on base for the entire TDY period.   The member is authorized a NA if on base and CL accommodations are unavailable for the length of stay. If space becomes available in on-base lodging after CL reservation confirmation or NA number issuance, lodging should make an effort to maximize occupancy by attempting to notify the traveler of the change and encouraging the traveler to stay on base. **(T-3)**. *NOTE:* The traveler is not required to stay in on-base lodging after he/she has received a NA number or been issued a CL reservation confirmation. **(T-3)**. *NOTE:* Managers will maximize the use of on base lodging for TDY-to-School students. Students attending formal training funded with TDY-to-School dollars will make their reservations as soon as their school tour is confirmed to maximize the use of on base lodging. If lodging is unavailable, students will continue to attempt to attain on base lodging until 5 business days prior to the start of the TDY. Schoolhouses making group reservations for classes will request their group reservation as soon as the class dates are confirmed in order to maximize the use of on base lodging. **(T-3)**. *NOTE:* See **Attachment 2** for ARC procedures for IDT Lodging.

3.2.1. Prior to the start of the FY, the lodging manager will obtain annual class schedules from the base training registrar or individual squadron training manager (as appropriate for each base) and make group reservations in the PMS for the projected classes (by class name, class number, and number of students). Lodging manager along with base training registrar or individual squadron training manager will review and update training schedules monthly for accurate forecasting of the next 3 months. **(T-3)**.

3.2.2. Before placing an official traveler in CL or issuing a NA number, lodging operations will assign guests to available room types that meet or exceed the minimum adequacy standards found in Chapter 1, Table 1.1. Lodging will assign enlisted personnel to Visiting

Officers Quarters (VOQ) when Visiting Airman's Quarters (VAQ) is full rather than sending them off base. Officers and civilians may be assigned to a VAQ when VOQs are full and the VAQ room meets minimum adequacy standards for officers and civilians. Lodging managers are responsible for controlling lodging rooms to ensure efficient use of all rooms and maximum occupancy. Lodging managers will review daily reports, e.g., arrivals report, departure report, reservations, etc., and make changes to reservations as necessary. The reservation staff will encourage guests to book the portion of their stay that can be accommodated on base at the time of "sale". The goal is to accommodate the entire length of stay, but at the very least, accommodate them for the maximum amount of time a room is available. Lodging managers will also establish a tracking system to ensure guests are contacted at their off-base accommodations to provide them the opportunity to move back on base once space becomes available. **(T-3)**.

3.2.3. If a registered Priority 1 guest (on base, CL, or with a NA number) must extend the TDY period, lodging will consider this extension as a new requirement and handle it accordingly. The lodging manager will issue another NA number if on-base lodging or CL is not available for the extended TDY period. **(T-3)**. *NOTE:* Lodging reservations for multiple tours (back-to-back) regardless of the type of duty performed are considered one requirement if made at the same time. Do not move personnel from one room to another when duty status changes. **(T-3)**.

3.2.4. When lodging authorizes CL, provide the traveler the name and phone number of the commercial hotel or motel within one duty day of the reservation request. **(T-3)**.

3.2.4.1. When authorizing lodging at a CL establishment, lodging will provide a letter of authorization identifying the traveler and verifying duty status. This authorization will be provided to the hotel/motel prior to the guest's arrival (via fax, e-mail, etc.). The traveler is not required to go to lodging to pick up the letter of authorization. The CL establishment will develop procedures to provide the traveler a copy of this authorization at check-in. The CL agreement entitles duty status travelers to the agreed government rate for the specified period. The traveler retains this authorization and submits it with his/her travel voucher. **(T-3)**.

3.2.5. Per JFTR, Volume 1, government quarters are considered not available when the TDY is less than 24 hours. Therefore NA numbers are not issued in such circumstances. This should be stated on the member's travel orders or the TDY member should note this on his/her travel voucher. **(T-3)**.

3.2.5.1. Lodging does not issue NA numbers to ARC units in an inactive duty, non-per diem status when at home station.

3.2.5.2. The lodging manager issues NA numbers only if the installation is listed in AFMAN 34-102 as having lodging facilities available.

3.3. TLF Reservation Process. The maximum TLF stay for Priority 1 guests (members arriving/departing PCS, separating, or retiring; hospital outpatients, friends/relatives of inpatients, etc.) is 30 days if available. The lodging manager may adjust the maximum stay considering PCS and hospital outpatient demand for lodging to maximize TLF availability for Priority 1 guests. Guest may stay beyond the 30 day maximum on space available status pending

current occupancy and availability; however they must check-out of their Priority 1 status. **(T-3)**.

3.3.1. PCS members on Permissive TDY for an advance house-hunting trip (e.g., not performed in conjunction with actual PCS move) are limited to ten days. In overseas areas, the lodging manager may grant extensions if this reduces TLA costs and does not create hardship for other potential guests. **(T-3)**.

3.3.2. If Priority 1 guests occupy all TLFs, and other Priority 1 personnel request TLFs the lodging manager keeps their requests on a standby basis for a reasonable time (PMS's wait list), pending cancellation of reservations or early guest departure. Lodging fills vacancies from these standby reservations on a first-come, first-served basis before assigning personnel from lower priorities. **(T-3)**.

3.3.3. Lodging assigns families to CL on a voluntary basis when TLFs are fully occupied or adequate space is not available (lodging manager will determine if VQ space is suitable for family and other VQ guests). When the family is referred to CL or makes their own arrangements, lodging must register them in the PMS as a CL or NA room type reservation. **(T-3)**.

3.4. Guaranteed and Non-guaranteed Reservations. Official duty travelers, i.e., TDY/PCS, must use their government travel card (GTC) to pay all lodging room fees per Public Law 105-264 unless exempt from GTC use (exemptions should be reflected on official travel orders). Any reservation that is guaranteed for check in with a credit card and not checked-in by midnight will automatically go into a "no-show" status when the night audit is run. At 0500 the guest services representative will manually post the room charge in the guest's folio. All guaranteed reservations will be charged one night's room rate when a guest fails to call and cancel their reservation or does not show up to check into their room. All lodging guests must provide a credit card when making their reservation (unless noted as an exception in **Table 2.1** where the lodging bill is not paid by the individual). If the guest (excluding the exception in **Table 2.1**) does not provide a valid credit card at time of reservation, the guest must be informed the room is not guaranteed beyond 1800 hours (use 1800 hold code in PMS). There will be individual reservations where the duty guest (Priority 1) does not have a valid credit card to provide at time of reservation and they are arriving after 1800. In this case, the manager must approve to hold the reservation beyond 1800 (use manager code in PMS). Lodging will inform guests of the cancellation/no-show policy when the reservation is made. **(T-3)**.

3.5. Space-Available Reservations. Space-A reservations can be made up to 120 days in advance, depending on the base occupancy and at the lodging managers' discretion. Space-A reservations for TLF can only be made up to 30 days in advance. **(T-3)**.

3.5.1. Priority 1 customers will not "bump" Priority 2 customers with confirmed reservations, nor will they bump them once they are assigned quarters (checked in) for a specific period of time, except in times of contingency, emergency, or when the installation commander determines higher priorities exist. A confirmed reservation may not guarantee a specific room type. **(T-3)**.

3.5.2. Space-available guests requesting lodging should be assigned to uncommitted (not occupied or reserved) lodging rooms upon arrival. Number of nights assigned is left up to local management discretion and should be based on forecasted occupancy or historical

occupancy for the same time period. After 1800, lodging assigns all vacant rooms resulting from no-shows of personnel with non-guaranteed hold reservations to remaining Space-A guests on a first-come, first-served basis. Space-available guests that cannot be accommodated on base should be offered assistance in locating off-base quarters. **(T-3)**.

3.5.3. Service members may confirm space available reservations for visitation periods with minor dependent children up to 110 days prior to stay regardless of local guidelines. Lodging managers may limit the duration of stay depending upon projected occupancy. **(T-3)**.

3.6. Check-in and Checkout Process. The front desk staff has the opportunity to make a lasting, favorable impression on the guest. The front desk staff will be proactive, attentive, and professional, always striving to anticipate guests' needs and "make things right" for them. **(T-3)**.

3.6.1. Front desk staff must acknowledge all guests (e.g., make eye contact, smile) and greet them in a professional, courteous manner. **(T-3)**.

3.6.1.1. Front desk staff must adhere to payment procedures outlined in Chapter 4, paragraph 4.7, asking the guest for a government identification card and a valid credit card (if applicable).   **(T-3)**.

3.6.1.2. Validation of a guest's Priority 1 status will be at the lodging manager's determination but should be limited to times of high occupancy or question of the guest abusing Priority 1 status. A copy of the guest's government travel orders can be politely requested. After review, the orders will be returned to the guest that is paying for room charges and not centrally billed. **(T-3)**.

3.6.2. Front desk staff must ensure that guests' immediate needs (e.g., registration, information on Force Support activities/eateries, local points of interests, restaurants, etc.) are met in a friendly, efficient manner. **(T-3)**.

3.6.3. Front desk staff will provide guests with professionally made, easy-to-use maps, directing them to their rooms upon check-in (if the guest room is in a different facility from the reception center/registration desk). **(T-3)**.

3.6.4. At least one front desk staff member must be at the front desk at all times. **(T-3)**.

3.6.5. The front desk must be staffed 24 hours a day, AFPC Lodging Program has the authority to waive this requirement on a case-by-case basis. **(T-3)**.

3.6.6. Check-in and checkout must be completed as promptly as possible. Guests checking in with a reservation should be checked in within 3 minutes. Guests arriving without a reservation should be checked in within 5 minutes. Do not let a guest stand in line without acknowledging their presence. **(T-3)**.

3.6.6.1. Normal check-in time is 1400. However, guests may check-in at any time if rooms are available. Normal checkout time is 1100. AFPC Lodging Program may approve changes to these standard times due to local requirements on a case-by-case basis. A late fee equal to the daily room rate may be assessed, at the lodging manager's discretion, for late checkouts. **(T-3)**.

3.6.6.2. At check-in, confirm the room type, rate, and departure date (mentioning checkout time). Do not charge guests a deposit for the room key or charge for lost keys. **(T-3)**.

3.6.6.3. At checkout, ask the guest if their stay was satisfactory. Offer guests with no e-mail address on file the opportunity to complete a customer comment card. Thank departing guests and give an appropriate farewell, such as, "I hope you enjoyed your stay." **(T-3)**.

3.6.6.4. Management must ensure the express checkout envelope and insert are available and visible with the daily room rate for all transient aircrew and Distinguished Visitors (DVs) staying in on-base lodging. Where feasible, management should also provide express checkout envelopes in other quarter types. **(T-3)**.

3.7. Group Registration Process. The lodging manager must establish procedures to efficiently pre-block, assign rooms and check-in guests who are part of a group. This registration may take place at a location other than the primary lodging reception center front desk if the size of the group warrants it. **(T-3)**.

3.8. Check-in and Out Luggage Storage. Lodging will provide guests secure luggage storage service. Luggage storage rooms should be located in, or immediately adjacent to, the lobby. Also, ensure the guest is made aware a luggage storage room is available for use if they arrive before the normal check-in time, when no rooms are immediately available and on the day of checkout, if necessary. Verify guest identification is on each item stored. Provide the guest with a receipt for each item stored along with a properly filled out standard AF Inns luggage tag. Provide luggage carts where feasible. **(T-3)**.

3.9. Endorsing Civilian TDY Orders at time of Check-in. The lodging manager, or designated representative, will endorse, sign and date TDY orders of all civilian employees who occupy on-base government lodging to entitle them to limited use of Exchange and Force Support facilities (Overseas bases follow local ration card requirements). This can be accomplished with a rubber stamp containing the following statement: ("The individual's name") is assigned to on-base government lodging at this installation for the period of TDY indicated on these orders, and is eligible to use the base theater, Force Support activities, and exchange facilities, as authorized by the commander, according to AFI 34-211 (I), *Army and Air Force Exchange Service General Policies,* and AFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*. **(T-3)**.

Chapter 4

LODGING FINANCIAL AND ADMINISTRATIVE MANAGEMENT

4.1. Fund Sources. Lodging operations, to include VQs and temporary lodging facilities, are mission-sustaining functions, supported through a combination of APF and NAFs as prescribed in AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities,* and AFI 34-201, *Use of Nonappropriated Funds*. A room amenities listing is located on the USAF Services Portal. Refer to AFI 65-106 for fund purchasing responsibility. **(T-3)**.

4.1.1. **(ANG)** ANG Services (NGB/A1S) does not allocate funds to provide a lodging program at ANG installations. Each ANG installation providing lodging accommodations for IDT should annually include Operational and Maintenance (O&M) funds in their financial plan towards this program. Individual squadrons at the unit should include AT lodging funds in their military personnel (MilPers) funds in their annual financial plan for this program. **(T-3)**.

4.1.2. Unit personnel in AT status at their assigned installation will pay for their lodging expense utilizing their government travel card. **(T-3)**.

4.2. Resource Protection. The lodging manager must ensure adequate procedures are established and followed in accordance with AFI 34-202 to protect all lodging assets against misappropriation, misuse, damage, or loss. This includes cash control procedures, physical safeguards, key control, resale merchandise, and property control. Lodging managers will consult their local security forces to determine the requirement for intrusion detection systems, surveillance cameras, or duress alarms. **(T-3)**.

4.3. Base Lodging Fund. Each base establishes a base lodging nonappropriated fund instrumentality (NAFI) in accordance with AFI 34-201. The base lodging manager will manage the lodging activity to meet the projected rate package budget approved by the Assistant Secretary of the Air Force, Business Management Division (SAF/FMCEB). Each individual base activity must perform to the approved budget and each base will have different net income adjusted for depreciation goal based on the approved rate. The base Resource Manager (RM) is the fund custodian. Financial Indicator Program is detailed in the USAF Services Portal. A BLF is flagged at AF level when they fail to meet the budget goals. The base must submit a letter of explanation defining the cause for not meeting the goal and a planned course of action though AFPC/SVI to be forwarded to AFPC Lodging Program. **(T-3)**.

4.4. Air Force Lodging Fund (AFLF). The AFLF will fund the bases' capital requirements projects based on the standard replacement schedule, and will ensure their base lodging activities meet financial standards. All capital requirements and expendable bulk equipment purchases will be executed at the AFPC/SV level. Any base level purchase request will be routed for approval to AFPC Lodging Program and funds certified by AFPC Financial Management. **(T-3)**.

4.5. Transfer of NAF Property. The lodging manager, working with the Force Support logistics manager, may transfer NAF-procured property to APF for maintenance when allowed by AFI 34-201 and AFI 65-106. **(T-3)**.

4.5.1. Lodging NAF property may be transferred to other NAFIs on the same base or elsewhere as prescribed in AFI 34-201. **(T-3)**.

4.5.2. Recording the disposition of Lodging NAF property is in accordance with AFI 34-204, *Services Property Management*, AFI 34-209, *Nonappropriated Fund Financial Management and Accounting*; and AFMAN 34-214, *Procedures for Nonappropriated Fund Financial Management and Accounting*. **(T-3)**.

4.6. Room Rates. The AFLF will recommend Air Force-wide room rates at the minimum amount necessary to cover the cost of providing quality lodging facilities and service to authorized guests. The Deputy Assistant Secretary of the Air Force for Cost and Economics (SAF/FMC), approves Air Force lodging rates. **(T-3)**.

4.6.1. Lodging will charge all occupants the same rate for similar accommodations, regardless of duty status or priority. The installation commander may waive the TLF room charge for additional units occupied by large families on PCS orders, but the TLF assessment must still be charged for each additional room used. **(T-3)**. *NOTE:* The TLF waiver only applies to Priority 1 guests. Space-A guests will incur room charges for additional rooms. The TLF assessment charge must be paid in all cases. **(T-3)**.

4.6.2. Lodging operations will be managed so lodging NAFI cost centers are self-sustaining. The AFLF will manage funds for capital improvements. **(T-3)**.

4.6.3. Lodging will not charge more than the single occupancy daily rate for VQs accommodating two or more family members. If rooms are configured for double occupancy, and both guests are on official orders, each will pay their portion of the room rate regardless of room type (e.g., 2 official travelers - each is responsible for 50% of the room rate; 3 official travelers - each is responsible for 33% of the room rate). Guests sharing quarters not normally configured for double/triple occupancy will also split the room rate. (T-3).

4.6.4. AFPC Lodging Program, in coordination with the AFPC Financial Management, will prepare lodging room rate determination packages biennially and submit them to AF/A1S for review. Room rates will be sufficient to pay operating expenses, annual capital requirements, surcharge, and TLF user assessments. **(T-3)**.

4.6.5. At overseas operations experiencing financial difficulty due to currency fluctuations, service charges may temporarily be increased. Route requests for a temporary increase to service charges to AFPC Lodging Program for approval. Service charge increases will be reviewed every 90 days, not to exceed 360 days. If at the end of that time frame the increase is still required, AFPC Lodging Program will request a separate rate through SAF/FMCEB. **(T-3)**.

4.7. Payment Procedures. All Air Force lodging guests must pay the established daily room rate for their assigned room type. All lodging guests must provide a valid credit card and government identification card for verification purposes at time of check-in. It will be the Lodging manager's decision on what the check-in payment process will be, however the long-term guest still need to make payment every 15 days. This policy applies to priority one and two status guests.   Guests who do not have a valid credit card at check-in will adhere to the same payment process noted above by paying for 30 days of stay up front. These guests must also provide their social security number or Foreign Service number, which must be annotated in the

PMS. **(T-3)**. **NOTE**: The exception to these procedures is unit paid bills for Reserve and Guard personnel and aircrew under Air Mobility Command Transportation Working Capital Fund (TWCF) at authorized locations only. Reserve component units must pay using a GPC or centrally billed account within 20 days of stay (checkout day). AF Form 616, *Fund Cite Authorization (FCA)*, and DD Form 448, *Military Interdepartmental Purchase Requests (MIPR)* may be accepted from Air Force and other DoD agencies on a case-by-case basis with prior management approval. When possible, the preferred method of payment is the GPC. There will be incidents where base leadership directs lodging to house scouting groups, air show participants, emergency snow removal crews, spouse abuse victims, etc. Lodging will not provide rooms without payment and the manager must work with base leadership to establish an Operating Instruction defining proper payment source for room and incidental charges.

4.7.1. At time of check-in all guests will electronically or manually sign the guest registration form. **(T-3)**.

4.7.2. **(ANG)** Group travel reservations can be made with the unit's Centrally Billed Unit Reservation Account (CBURA); however, each individual will pay their lodging expense. The CBURA is not intended to have expenses charged to this account. The sole purpose of the CBURA is to reserve lodging accommodations at CL establishments. **(T-3)**.

4.7.3. **(ANG)** The TEC, CRTCs and RTS will develop their own procedures for establishing group travel reservations. Methods of payment for lodging at the TEC, CRTCs and RTS will be established by local policy, and may include, but not limited to such things as GPC, GTC, checks, cash and MIPR's. **(T-3)**.

4.8. Financial Planning. The planning and budgeting process helps the lodging manager forecast revenues, program expenses, and budget capital requirements. Managers will work with the RM to develop annual NAF and APF operating budgets in support of the Lodging Rate Package. AFPC Lodging Program will assist with annual NAF requirement budgets for room renovations to be purchased by AFLF, which include capital fixed asset items and those meeting bulk purchase criteria. Managers will also submit an annual capital requirements budget for items over $1,000 to be purchased at base level, but approved by AFPC prior to purchase. The Base Lodging NAFI must operate to the standard determined by the most current SAF/FMC approved budget for that lodging NAFI. Under the AF single rate concept it is acceptable for a lodging NAFI to operate at a loss. The approved installation budget for the Lodging fund will be maintained and posted by AFPC Financial Management. This is the budget managers must use on a day to day basis to achieve their financial indicator goals as established in Financial Indicator Program Standards guidelines. Budgets provide good forecasts but must be reviewed at least quarterly to ensure business assumptions and performance expectations are considered and properly reflected. (Refer to AFI 34-201, AFI 34-202, AFI 34-209, and AFMAN 34-212, *Control Procedures for Protecting NAF Assets*) Budget changes can be made to future quarters, but not the current quarter. Budget changes must be reviewed by the RM and FSS commander/director before submission to AFPC Lodging Program for review. The Lodging Program will forward the tentative changes to AFPC Financial Management for further review with final approval by SAF/FMCB. For more detailed information on the appropriate fund source refer to AFI 65-106 or the Room Amenities spreadsheet found on the USAF Services Portal. Managers must brief the local NAF Council on all budget submissions as well as budgets approved by AFPC. **(T-3)**.

4.8.1. Capital Requirements Planning Standards Guide. AFPC Lodging Program will develop a standard Capital Requirements Planning Standards Guide and distribute it to all bases. Lodging managers will develop and maintain a 5-year capital improvement plan approved by the AFPC Lodging Program. The capital improvement plan will be verified during the Air Force Inns evaluation. Lodging managers will also participate in the installation Quarters Improvement Committee meetings and ensure lodging's capital improvement requirements (facilities, furnishings, and equipment, both APF and NAF) are adequately addressed in the Installation Quarters Improvement Plan (see AFI 32-6005, *Unaccompanied Housing Management*) and made known to the Civil Engineer's Furnishings Management Office (FMO) and base senior leadership. It is important to execute approved annual capital requirements in a timely manner to maintain quality lodging facilities, furnishings, and equipment. It is critical to ensure APF furnishings and appliance requirements are worked closely with the FMO to allow adequate lead-time for ordering, receiving, warehouse storage (if necessary), and delivering lodging items in time for beneficial occupancy dates of lodging facility renovations. Refer to AFI 32-6004, *Furnishings Management*, for more detailed guidance regarding facility and furnishings standards, individual responsibilities, budget requirements, warehouse management, furnishings accountability, and appliance management. **(T-3)**.

4.8.2. Any revenue generating operations, outside of core lodging, such as a shuttle service, must be operated as a MWR activity. If lodging manages the operation, follow guidance in AFMAN 34-214 on Management Fee Agreements. Any no-fee service, such as an on base courtesy shuttle, is permitted IAW AFMAN 34-214. **(T-3)**.

4.9. Operating Expenses. Lodging managers should consistently monitor and manage the operating cost per occupied room (CPOR). Labor is the single largest and most controllable expense item impacting CPOR. Bases must follow the staff guide established per base by AFPC Lodging Program (the staff guide is provided on the USAF Services Portal). Any exceptions to the posted staff guide must be approved by AFPC Lodging Program. **(T-3)**.

4.10. Sundry Sales. Snack and beverage sales are required guest services. Installations are encouraged to use their MWR or Army and Air Force Exchange Service activities to provide this service. **(T-3)**.

4.10.1. Lodging managers will ensure every guest has a reasonable opportunity to obtain sundry items 24 hours a day. In most operations, this can be accomplished using a combination of front desk sales and vending machines strategically located throughout the lodging facilities. In those rare instances where building layout precludes vending machines, room stocking may be used. The final determination will be based on providing quality customer service and not the convenience of the lodging staff. Lodging managers will control and structure pricing so the gross margin from sales is sufficient to cover the cost of goods and labor. Lodging managers must continue to provide beverage items in business suites. Sundries in the business suites will be inventoried and restocked daily (including weekends). **(T-3)**.

4.10.2. Post charges to guest folios in a timely manner. To enhance internal controls, use the standard 3-part inventory form where one copy is left with the guest, another is sent to the front desk to update the folio, and the third is used to update the storeroom files. **(T-3)**.

4.11. Long Distance Telephone Calls. Charges for long distance telephone calls must be continuously monitored; if the telephone system does not interface with the PMS and automatically update folios, lodging personnel must manually post charges to the guest's folio as calls are made. **(T-3)**.

4.12. Lost and Found. The lodging manager must establish efficient procedures and operating instructions for the effective handling and return of lost and found items to their rightful owners. AFPC Lodging Program has an Operating Instruction (OI) template for Lost and Found, located on the USAF Services Portal. **(T-3)**.

4.12.1. Store all items in a secure area. Lodging employees must use the Lost and Found module in PMS to track lost and found property. Every attempt should be made to contact guests as soon as possible regarding forgotten belongings. Guests are responsible for all postage charges incurred when items are returned. Lodging will contact guests to verify payment method and shipping instructions. **(T-3)**.

4.12.2. In the event a guest intentionally leaves an article(s) behind, refer to the Intentionally Left Behind program located on the Air Force Portal. **(T-3)**.

4.13. Automation. All Air Force lodging operations are fully automated. All reservation, registration, accounting, online comment cards, and management functions must be utilized through the automated enterprise system referred to as the Defense Lodging System (DLS). When situations arise such as power outages, maintenance downtime, etc., manual procedures must be followed. All manual forms must be accounted for and controlled. Samples of manual forms can be found on the USAF Services Portal. All lodging personnel must adhere to the Payment Card Industry (PCI) Data Security Standards by protecting guest's personal data. **(T-3)**.

4.13.1. The guest's social security number will only be collected if the guest doesn't provide a valid credit card at check in. Guest credit card and social security numbers will be encrypted in the PMS. Only management will have access to the unencrypted credit card or social security number in the PMS. **(T-3)**.

4.13.2. All manual forms containing guest credit card or social security number information must be cross-cut shred, incinerated or pulped. This task must be completed immediately after entering the guest information into the PMS. If not, properly secure the form in a controlled, locked safe until this task can be performed. Management must document and sign the form control log indicating the form was properly destroyed. **(T-3)**.

4.13.3. The only approved electronic reservation system is through the dodlodging.net website. Lodging will not maintain any type of local reservation system through websites. This type of system does not meet Air Force security accreditation requirements and could exploit the guest's personal data. Refrain from asking for guest's credit card information by e-mail. **(T-3)**.

4.14. Marketing. In conjunction with the marketing office, Air Force lodging operations will develop a marketing plan and work with other Force Support activities (e.g., golf course, marina, outdoor recreation, ITT, clubs, etc.) to promote all Force Support operations. **(T-3)**.

4.14.1. Lodging operations will use the Air Force Inns logo to help promote their establishment as a guest-oriented, professionally managed operation, keeping logos

standardized and minimized. See the USAF Services Portal, AF Inns Section for specific guidance. **(T-3)**.

Chapter 5

EMPLOYEE STANDARDS AND TRAINING

5.1. General Management Requirements and Responsibilities. The Lodging manager sets the tone for the entire lodging operation and will ensure adherence to this Air Force Instruction in the lodging operation for which he/she is responsible. The manager will ensure consistent, quality service to meet customers' expectations every time they stay at an Air Force Inns establishment. To ensure customers have the opportunity to use our online comment service, managers will ensure the reservation agent/desk clerk is capturing the guests e-mail address in the PMS preferably during the initial reservation or during the check in process. The reservation agent/guest service representative will politely ask for the e-mail address: *"After your stay with us we would love to get your feedback - Will you provide a work or home e-mail address so we can e-mail you our online comment card?"* DV guests in the grades O-7 through O-10 or their civilian equivalent, serving actively or retired, will not be asked to provide an e-mail address and one will not be kept on file. If guests elect not to participate, fill in the PMS e-mail address with: **noemail@noemail.com.** Guest comment cards will be reviewed, tracked and responded to via phone call or e-mail as appropriate. Lodging managers will conduct semi-annual self-assessments of their operations using the AF Lodging Standards Checklist posted in the USAF Services Portal. **(T-3)**.

5.2. Dress and Appearance. All lodging employees will wear the Air Force Lodging standard uniform. Each employee should be issued an adequate number of uniforms to perform their duties and uniforms should fit appropriately to provide a professional appearance. Management will provide written guidance detailing proper uniform wear and personal hygiene standards. Lodging managers and assistant managers may wear either AF standard uniforms or business attire. Costs for business attire will be the responsibility of the individual and will not be purchased with lodging funds. NAFs will be used for the purchase of NAF civilian uniforms (AFI 65-106, table 6.1. Lodging Application of Funds)**.** Nametags will display either the USAF Services logo or the local Force Support logo (depending on local logo policy). Those items allowed embroidery will be the Air Force Inns logo and will not be customized. Refer to the USAF Services Portal for guidance on required items, logo location and specific Air Force Inns uniform standards. Military personnel assigned to lodging will wear the appropriate military uniform. **(T-3)**.

5.3. Employee Recognition Program. All bases are required to have an active employee recognition program to include having a written OI. The program can be monthly or quarterly, but cannot just be an annual event. This can be a lead into the squadron quarterly awards. Lodging should ensure internal awards focus on all functional areas.   The lodging award program may submit to the squadron quarterly awards program but the squadron's program will not substitute for lodging's award program. **(T-3)**.

5.4. Training Standards. All employees will receive recurring training particular to their jobs (task training), as well as customer service techniques to guarantee consistent, courteous, and professional service to all guests. Managers must use the AFPC Lodging Program approved web-based training program for use in Air Force Lodging. Lodging managers may receive assistance in obtaining training materials from AFPC Lodging Program. All lodging employee training will be documented using the appropriate forms. In addition, training for military

personnel (E-1 through E-6) will be documented using the Career Field Education Training Plan. Completed training forms will be maintained in each civilian employee's personnel record. **(T-3)**.

5.4.1. Initial Training. Newly hired employees must receive the following aspects of training within the timeframe annotated in parentheses at the end of the tasking. **(T-3)**.

5.4.1.1. General Training: Safety, security, and emergency procedures. Dram Shop training requirements as prescribed in AFI 34-219 *Alcoholic Beverage Program.* This training must be accomplished with the employees first day of hire. This training may be accomplished by the Force Support Squadron training section. **(T-3)**.

5.4.1.2. Lodging Specific Training: This training is intended to focus on the professional hospitality and lodging progression and will be accomplished by lodging staff. Training time is determined by the department manager and based on employee performance. **(T-3)**.

5.4.1.2.1. Initial training on blood borne pathogens exposure control (to include policies, procedures, and equipment) for all employees whose normal duties include the *possibility* of occupational exposure to blood and other bodily fluids (Occupational Safety and Health Administration annual training requirement). This training must be accomplished with the employees first three days of hire. **(T-3)**.

5.4.1.2.2. An entire lodging operation overview, to include reservations, front desk operations, housekeeping and maintenance. New lodging front desk, reservation and administrative personnel must be trained on the PMS by accessing the centralized training websites and the online Computer Based Training website. This training must be done within the first two weeks of the employees start date. **(T-3)**.

5.4.1.2.3. New personnel will be given a lodging operations tour, to include all types of guest rooms during their first week of employment. **(T-3)**.

5.4.1.2.4. Customer service technique instructions (e.g., greeting customers, making eye contact, answering the phone). (2 weeks). **(T-3)**.

5.4.1.2.5. Instruction on the impact of "first impressions" to include the importance of employee appearance, dress, and demeanor to lodging operation success. (1 week). **(T-3)**.

5.4.1.2.6. Front Desk/Reservations staff members will tour CL establishments and be familiar with eating establishments within the immediate vicinity. (First Quarter). **(T-3)**.

5.5. Professional Certification. The Air Force recognizes the importance of life-long learning and continuing professional development. The lodging manager is encouraged to have (or be working toward) professional certification, such as the Certified Hotel Administrator designation, and accomplish the necessary actions to keep the designation current. Other staff members are also encouraged to pursue certification in their specialty. **(T-3)**.

5.6. Training Workshop. Lodging managers and assistant managers must attend the Lodging Manager's Course at AFPC/SV within 12 months of initial assignment and are encouraged to attend refresher training every 5-8 years. Lodging managers should maximize use of the AFPC/SV courses such as the Lodging Operations courses, and any specialty training like

Certified Hospitality Department Trainer and Certified Hospitality Supervisor for subordinate staff. **(T-3)**.

5.7. Community Relations. The lodging manager will establish a professional relationship with local hotel/motel and tourism organizations, chambers of commerce, etc., in order to improve customer service by sharing experiences, professional knowledge, and hospitality education opportunities. **(T-3)**.

Chapter 6

LINEN EXCHANGE

6.1. Operation. Military manpower positions to operate a centralized linen exchange point are not authorized. Bases have three options to support the base linen exchange requirements. **Option one:** Establish a contractor operated centralized linen exchange point, normally using the same contractor that is awarded the base linen/laundry contract. **Option two:** Establish a NAF operated centralized linen exchange point with an established Memorandum of Agreement (MOA) to provide APFs to reimburse the NAFI incurring the expense. NAF personnel would normally be assigned under the base lodging operation. **Option three:** Eliminate the central linen exchange point and establish decentralized pickup and delivery points, normally at each organization requiring linen exchange. Under Option three, since there is no manned central exchange point, each organization would be required to be trained as quality assurance evaluators (QAE) to monitor their part of the commercial linen contract. A standard Performance Work Statement (PWS) to establish Options 1 and 3 and an MOA sample for Option two can be downloaded from the USAF Services Portal under Lodging. **(T-3)**.

6.2. Authorized Items. The following items are authorized to be washed or dry cleaned at the expense of Air Force APFs:

6.2.1. Government-property linens and items, such as sheets, pillow cases, blankets, towels, mattress covers, and others, bought with APFs and issued to or used by organizations, activities, and individuals.

6.2.2. Government rugs, upholstery, and drapes. **(T-3)**.

6.2.3. Organizational items and special or distinctive clothing or equipment issued to military or DoD civilian personnel. **(T-3)**.

6.2.4. Linens purchased with APFs (linens on NAF accounts must be cleaned using NAFs). **(T-3)**.

6.2.5. Shop wiping towels, cloths, and rags (cost analysis should be made first to decide which is less expensive, cleaning or buying new shop wiping towels, cloths, and rags). **(T-3)**.

6.2.6. Authorized uniform items that need water-repellent treatment. **(T-3)**.

6.2.7. Clothing of prisoners kept at a base in a non-pay status. **(T-3)**.

6.2.8. Clothing required for burial of deceased active duty personnel. **(T-3)**.

6.2.9. All soiled personal clothing items (serviceable items only) of deceased active duty personnel or personnel declared missing must be washed or dry cleaned, as needed, before they are sent to the next of kin. The commander (or the summary court officer) of the deceased or missing person must sign a certificate for payment from local O&M appropriations stating the following: ***I certify that the items listed are the personal items of (name, grade, and social security number), who are deceased (or missing), and that the cleaning costs should be paid from appropriated funds. (T-3).***

6.2.10. Uniforms soiled as a result of honor guard duty. A letter authorizing cleaning, signed by the honor guard commander, must be kept on file in linen exchange for all honor guard members desiring this service. **(T-3)**.

6.3. Centralized Linen Exchange Point. If a base maintains a central pickup location using Option one or two above, then base linen exchange provides the Base Exchange point for all items authorized in paragraph 2. At bases with an Air Force laundry and dry cleaning plant, the plant should serve as the linen exchange function point. **(T-3)**.

6.3.1. Contingency/Wartime Operations. In the event of an emergency situation, natural disaster or wartime situation, the Force Support Squadron Commander/Director through the installation commander, can expand the authorized customers or items the central linen exchange can process. **(T-3)**.

6.3.2. Managing Linen Inventory. Maintain only enough items to meet scheduled exchanges, replenishment of worn out and damaged items, and a justifiable reserve for emergencies. Emergency requirements will be determined by referring to your base Operating Plans (OPlans) as referenced in AFI 10-404, *Base Support and Expeditionary (BAS&E) Site Planning,* Attachment 16, Tab B. Keep records of items released and returned using the Daily Linen Exchange Transactions spreadsheet located on the USAF Services Portal under Lodging. Linen operations can also use other electronic means in place of the Daily Linen Exchange Transactions spreadsheet.

6.3.2.1. Inventory Procedures. Perform a complete inventory semiannually, on the last workday of March and September. Prepare two copies of AF Form 905, *Linen Exchange Inventory Report*. Instructions for completing the form are available on the USAF Services Portal. This report is maintained locally. **(T-3)**.

6.3.2.1.1. Set up a control register (AF Form 115A, *Register of Control Numbers*) to support posting to AF Form 2009-1, *Manual Supply Accounting Record*. Keep supporting documents with the control register. On 1 October each year, voucher numbers in numerical sequence are assigned to all documents affecting linen exchange accountability. **(T-3)**.

6.3.2.1.2. AF Form 85A, *Inventory Count Card,* is certified by the linen exchange manager and approved by the Force Support Squadron Commander or Director. **(T-3)**.

6.3.2.1.3. Use AF Form 2009-1 as the stock record for each line item. Use the entries on this form to document quantities on hand, on order, received, issued, inventoried, and adjusted. **(T-3)**.

6.3.2.1.4. Where administrative errors caused overages or shortages, use and attach AF Form 85A, to correct records. This form will be certified by the linen exchange manager and approved by the Force Support Squadron Commander or Director. **(T-3)**.

6.3.3. Salvage of Linen Items. Sprinkle uneconomical repairable linens with a distinctive dye. Dyed linens are issued to organizations (transportation, field maintenance, etc.) that normally use wiping and cleaning rags. Unserviceable linen is accounted for and issued intact (not torn into rags). Tearing items into rags is the responsibility of receiving

organizations. Linen will be entered on the AF Form 2009-1 in the unserviceable column, until dyed and issued to an organization. **(T-3)**.

6.3.3.1. When issuing rags to organizations, fill out a DD Form 1348-1A, *Issue Release/Receipt Document,* as follows: **(T-3)**.

6.3.3.1.1. Assign a document number from the AF Form 2009-1 in Block 24.

6.3.3.1.2. List item nomenclature ("rags-sheets," "rags-blankets," etc.) in Block 17.

6.3.3.1.3. List national stock number in Block 25.

6.3.3.1.4. List quantity in Block 26.

6.3.3.1.5. Print authorized representative's name and squadron/branch in Block 27.

6.3.3.1.6. Obtain a signature from an authorized representative of the using organization in Block 22 and date received by representative in Block 23.

6.3.3.1.7. Post quantity issued to AF Form 2009-1, showing the organization issued to in the transaction column.

6.3.3.1.8. File posted copy of DD Form 1348-1A in document file.

6.3.3.1.9. Turn in linen items no longer fit for their intended purpose and not suitable for conversion to rags to the local property disposal office or base supply using locally established procedures. Ensure the turn-in document is properly used to reduce the linen exchange account

6.3.4. A departing linen exchange manager and the newly appointed manager transfer accountability by conducting a joint inventory of linen. Both managers prepare certificates of transfer (available on the USAF Services Portal) and sign them on the day they transfer the account. The original copy will be kept on file.

DANIEL R. SITTERLY
Principal Deputy Assistant Secretary
(Manpower and Reserve Affairs)

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

DoDI 1015.12, *Lodging Program Resource Management*, 30 October 1996

DoDI 1225.9, *Billeting for Reserve Component Members*, 17 December 2001

DoD 4165.63-M, *DoD Housing Management*, 28 October 2010

AFPD 34-1, *Air Force Services*, 2 November 2012

AFI 10-404, *Base Support and Expeditionary (BAS&E) Site Planning*, 19 November 2009

AFI 31-121, *Military Working Dog Program*, 17 October 2012

AFI 32-6004, *Furnishings Management*, 3 March2006

AFI 32-6005, *Unaccompanied Housing Management*, 9 October 2008

AFI 32-9002, *Use of Real Property Facilities*, 22 November 1993

AFI 34-201, *Use of Nonappropriated Funds (NAFS)*, 17 June 2002

AFI 34-202, *Protecting Nonappropriated Fund Assets*, 27 August 2004

AFI 34-204, *Property Management*, 27 August 2004

AFI 34-209, *Nonappropriated Fund Financial Management and Accounting*, 10 January 2005

AFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*, 28 March 2013

AFI 36-2001, *Officer Training Program Examining Centers (OPTEC)*, 14 September1998

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and Nonappropriated Fund Instrumentalities (NAFIS)*, 6 May 2009

AFI 90-201, *The Air Force Inspection System*, 19 March 2013

AFMAN 23-220, *Reports of Survey for Air Force Property*, 1 July 1996

AFMAN 33-363, *Management of Records*, 1 March 2008

AFMAN 34-212, *Control Procedures for Protecting NAF Assets*, 1 September 1995

AFMAN 34-214, *Procedures for Nonappropriated Funds Financial Management and Accounting*, 14 February 2006

AFMAN 34-102, *Directory of Government Quarters and Dining Facilities*, 14 March 2012

AFPAM 10-219, V5, *Bare Base Conceptual Planning Guide*, 30 March 2012

AFH 10-247V1, *Guide to Services Contingency Planning: Beddown*, 10 February 2005

AFI 34-211(I), *Army and Air Force Exchange Service General Polices*, 29 July 2008

A1 Awards Guide

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

AF Form 40A, *Record of Individual Inactive Duty Training*

AF Form 85A, *Inventory Count Card*

AF Form 115a, *Register of Control Numbers*

AF Form 905, *Linen Exchange Inventory Report*

AF Form 2009-1, *Manual Supply Accounting Record*

AF Form 616, *Fund Cite Authorization (FCA)*

AF Form 938, *Request and Authorization for Active Duty Training/Active Duty Tour*

DD Form 448, *Military Interdepartmental Purchase Requests (MIPR)*

DD Form 1348-1A, *Issue Release/Receipt Document*

Abbreviations and Acronyms

ADA—Americans with Disabilities Act

AF—Air Force

AF/A1S—Directorate of Services

AF/A1SR—Directorate of Services, Requirements Division

AF/A1SO—Directorate of Services, Operations Division

AFH—Air Force Handbook

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPAM—Air Force Pamphlet

AFPC—Air Force Personnel Center

AFPC/SVI—Air Force Personnel Center, Directorate of Services, Installation Support

AFPC/SVO—Air Force Personnel Center, Directorate of Operations

AFRC—Air Force Reserve Command

AFRC/FMAR—Air Force Reserve Command, Financial Management

AFROTC—Air Force Reserve Officer Training Corps

AFTP—Additional flying training period

ANG—Air National Guard

APF—Appropriated Fund

ARB—Air Reserve Base

ARC—Air Reserve Component

ARPC—Air Reserve Personnel Center

BLF—Base Lodging Fund

BPA—Blanket Purchase Agreement

CBURA—Centrally Billed Unit Reservation Account

CC—Commander

CL—Commercial Lodging

CONUS—Continental United States

CPOR—Cost Per Occupied Room

CRTC—Combat Readiness Training Center

CTO—Commercial Travel Office

DoD—Department of Defense

DSN—Defense Switched Network

EPP—Essential Products Program

ESP—Emergency and Special Program

ETA—Estimated Time of Arrival

FCA—Fund Cite Authorization

FM—Financial Management

FMO—Furnishings Management Office

FMR—Financial Management Regulation

FOB—Forward Operating Base

FSO—Financial Services Officer

FY—Fiscal Year

GTC—Government Travel Card

GPC—Government Purchase Card

GSU—Geographically Separated Unit

HF—High Frequency

IAW—In Accordance With

ID—Identification

IDT—Inactive Duty Training

IMET—International Military Education and Training

IMA—Individual Mobilization Augmentee

IMAT—OL/FMFPT - IMA Consolidated Accounting and Finance Office, Travel Section

IRR—Individual Ready Reserve

JFTR—Joint Federal Travel Regulation

MAJCOM—Major Command

MIPR—Military Interdepartmental Purchase Request

MOA—Memorandum of Agreement

MOB—Main Operating Base

MOU—Memorandum of Understanding

MTF—Medical Treatment Facility

MWD—Military Working Dog

MWR—Morale, Welfare, and Recreation

MWRF—Morale, Welfare, and Recreation Fund

NA—Non-availability

NAF—Nonappropriated Fund

NAFI—Nonappropriated Fund Instrumentality

NGB—National Guard Bureau

NPA—Nonappropriated Fund Purchasing Agreement

O&M—Operations and Maintenance

OCONUS—Outside Continental United States

OI—Operating Instruction

OPR—Office of Primary Responsibility

PCS—Permanent Change of Station

POC—Point of Contact

PMS—Property Management System

PWS—Performance Work Statement

QAE—Quality Assurance Evaluator

RM—Resource Manager

RON—Remains Overnight

ROTC—Reserve Officer Training Corp

RTS—Regional Training Sites

RUTA—Rescheduled Unit Training Assembly

SAF/FMC—Assistant Secretary of the Air Force for Cost and Economics

SAF/FMCEB—Assistant Secretary of the Air Force for Business Management Division

SAV—Staff Assistant Visit

Space—A - Space Available/Space Availability

TDY—Temporary Duty

TLA—Temporary Living Allowance

TLE—Temporary Living Expense

TLF—Temporary Lodging Facility

UOQ—Unaccompanied Officer's Quarters

USAF—United States Air Force

UTA—Unit Training Assembly

UTC—Unit Type Code

VAQ—Visiting Airmen's Quarters

VOQ—Visiting Officer's Quarters

VQs—Visiting Quarters

Terms

Abuse— The improper or excessive use of, physical destruction, or mishandling of government property.

Basic Allowance for Housing (BAH)— An amount of money set by law in which a member is entitled when government housing is not provided.

Bednight— Each time a bedspace or lodging room/unit is sold within a 24-hour period.

Civilian Employees— US civilian federal employees paid from DoD APFs or NAFs.

Commercial Lodging (CL)— Commercial accommodations under lease, contract or memorandum of understanding or agreement to the government for transient lodging use.

Continental United States (CONUS)— United States territory, including the adjacent territorial waters, located within North America between Canada and Mexico.

Corporate Lodging— Lodging obtained in the private sector at a rate lower than the normal commercial lodging rate charged to short duration TDY travelers (includes apartments). The cost for this type of lodging will result in monetary savings to the Air Force compared to the rates agreed to in MOUs, etc., already in effect.

Diversion— Temporary use of government facilities for other than designated use or rooms blocked for maintenance. Does not change category code on real property inventory.

Essential Products Program (EPP)— The EPP is designed to maximize Air Force leverage in the marketplace on products essential to NAF operations. Through a competitive process, the contractor awarded these individual programs will be the sole provider of a specified product to the Air Force, Force Support community for the negotiated period of time.

Family Member— The sponsor's (a) spouse; (b) unmarried child who is the sponsor's by birth, legal adoption, or marriage (e.g., stepchild) who is under 21 years of age and is dependent on the sponsor, incapable of self-support because of a mental or physical incapacity and dependent on

the sponsor for over one-half of his or her support, or is under 23 years of age, enrolled in a fulltime course of study at an approved institution of higher learning, and dependent on the sponsor; or (c) adult relative by blood, marriage (e.g., parentinlaw or stepparent), or adoption who is dependent on the sponsor for over one-half of his or her support and must have valid dependent ID card.

Government Lodging— Lodging accommodations the Department of Defense owns, leases, obtains by permit, or otherwise acquires.

Hardships— Unique or unusual circumstances that, in the commander's judgment, impose an extraordinary burden on a member not normally encountered by other members of similar grade at that installation.

Lodging Fund— Nonappropriated fund instrumentality (NAFI) established to account for all NAF funds, assets, liabilities, personnel and other costs associated with a lodging activity (or activities, in the case of a CLF).

Negligence— The failure to act as a reasonably prudent person would have acted under the same or similar circumstances.

Nonappropriated Funds (NAF)— Funds generated by DoD military and civilian personnel and their dependents and used to augment funds appropriated by Congress to provide a comprehensive, morale-building welfare, religious, educational, and recreational program, designed to improve the well-being of military and civilian personnel and their dependents.

NAF Purchasing Agreement (NPA)— NPAs are limited primarily to prime sources exercising full control over the product and its distribution. In addition, prices offered for the product do not exceed the prices offered by the firm's most favored customer for the same items under comparable conditions. Representation is usually limited to three to four contractors per major product category under our NPA program.

Non—Availability Numbers - Refers to no availability of government quarters or meals. Lodging issues the TDY member a non-availability number when government lodging is not available. (Nonavailability numbers are not issued when AFMAN 34-255, Directory of Government Quarters and Dining Facilities, reflects that the installation does not have lodging available.) The authorizing official determines if the TDY member may eat meals in the government facility. The commercial travel office uses AFMAN 34-255, Directory of Government Quarters & Dining Facilities, to determine the availability of government meals at the TDY location; no written nonavailability of meals certification is required, and the full per diem rate for meals and incidental expenses is authorized (DoD FMR 7000.14-R, Volume 9, Chapter 5).

Optimum Utilization— Determining the proper mix of transient and permanent party quarters, as well as maintaining an average annual occupancy rate of at least 75 percent for VQ and TLF (with at least 50% official duty travelers).

Outside Continental United States (OCONUS)— All locations, including Alaska and Hawaii, outside the continental United States.

Permanent Party Personnel— Personnel assigned or attached to an installation in a PCS status.

Prime Knight Program— Provides transient aircrew members ready access to base transportation, food service, and lodging after arriving at an Air Force base.

Temporary Lodging Allowance (TLA)— An amount of money authorized to partially reimburse a member for the added living expense incurred when it is necessary to occupy temporary lodging outside the CONUS incident to PCS under certain prescribed conditions.

Temporary Lodging Expense (TLE) Allowance— An amount of money authorized to partially offset the added living expenses incurred within CONUS by members and their dependents when it is necessary for the member and/or dependents to occupy temporary lodgings incident to PCS under certain prescribed conditions.

Temporary Lodging Facility (TLF)— Lodging used primarily to house members and their dependents (incident to PCS) and friends and relatives of patients in Air Force hospitals.

TDY Travelers— Military personnel and DoD civilian employees temporarily assigned at an installation other than the one to which they are permanently assigned or employed.

Unaccompanied Personnel Housing (UPH)— All permanent party dormitories, transient lodging, and unaccompanied NCO/officer housing. Does not include temporary lodging facilities (TLFs).

Visiting Airmen's Quarters (VAQ)— Transient lodging intended for enlisted personnel.

Visiting Officer's Quarters (VOQ)— Transient lodging intended for officer and civilian personnel.

VQs (VQ)— An all private room/private bath Air Force lodging facility used to lodge personnel without regard for rank or grade.

Willful Misconduct— Intentional or knowing violation of rules or regulations including fraud and dishonesty.

Attachment 2

LODGING PROCEDURES FOR INDIVIDUAL AND UNIT-ASSIGNED RESERVE PERSONNEL ON INACTIVE DUTY TRAINING (IDT), AND AIR NATIONAL GUARD PERSONNEL ON INACTIVE DUTY TRAINING OR ANNUAL TOUR (AT) STATUS

A2.1. Government Quarters. ARCs are authorized to pay (or reimburse) lodging for their members in an IDT status only when government-controlled quarters, i.e., on-base lodging or off-base CL are provided. Government lodging is authorized for ARC members traveling to inactive duty training at a location more than 50 miles from that member's residence.

A2.2. ARC Commercial Lodging Requirement. Contractual agreements must be established with CL properties for GPC payment of off-base lodging. MOUs are not contractual agreements and are not authorized for payment of lodging bills exceeding $2,500. Host-base lodging activities responsible for reserving off-base CL for ARC members in an IDT status must establish blanket purchase agreements (BPAs) through their Contracting Office. AFRC organizations using the Automated Lodging Reservation System, ResNet, or other computer-based programs for IDT lodging should establish their own through the host Contracting Office. Every attempt should be made to establish BPAs with the same MOU CL properties of the host base lodging activity.

A2.3. Multiple Duty Tours. Lodging reservations for multiple tours (back-to-back), regardless of the type of duty performed, are considered one requirement when reservations are made for the duration of tours. Do not move personnel from one room to another when duty status changes. It is the responsibility of the ARC member to notify lodging when performing multiple-duty tours. Failure to identify back-to-back tours could necessitate new reservations.

A2.4. Lodging Reservations. ARC members are required to make advanced lodging reservations IAW paragraph 3.1. of this instruction,

A2.4.1. Lodging management makes lodging reservations for ARC personnel for on-base and with CL establishments in accordance with established procedures.

A2.4.2. Non-availability numbers will not be issued to unit-assigned ARC members in an inactive duty status. **NOTES:** IMA/IRR members may be given a non-availability number if on-base or CL is not available. However, these members must use government quarters for IDT lodging reimbursement (on-base, BPAs, CL) when performing duty on or near a military installation. Members should use **www.gsa.gov/lodging** for finding government lodging at non-military locations.

A2.4.3. Each ARC Wing will appoint a wing lodging point of contact (POC). Inactive duty for training periods include Unit Training Assemblies (UTAs), rescheduled UTAs (RUTAs), additional flying training periods (AFTPs), and for AT (if applicable), etc.

A2.4.4. The ARC wing/unit lodging POC at each installation will also provide lodging a copy of the wing's annual UTA schedule as soon as it is finalized and approved (Jul-Sep time frame). Lodging will match the UTA schedule to create a group reservation for scheduled UTAs. Lodging managers who have other groups requesting reservations more than 60 days out will work with ARC wing/unit lodging POC to maximize occupancy in Lodging Facilities. Lodging will notify the ARC lodging POC of any problems in obtaining the required number of rooms/bedspaces. This allows the ARC commanders to reschedule

UTAs or, if necessary, lodging to establish requirements-type contracts for specific time periods. Installation Commander may waive on a case by case basis.

A2.4.5. Within 5 working days after the UTA, the ARC wing/units will provide lodging a list identifying Reserve or Guard members who will require lodging for the next UTA. Lodging will input names and obtain contract CL, when needed within 5 working days from receipt of the UTA lodging list. (Exception: Reserve wings/units using the Automated Lodging Reservations System (ALRS).) Three days prior to the scheduled UTA, the wing/unit POC will update the list (revalidate), in writing, with any changes that may have occurred. Changes that occur after this notification (Wednesday, prior to UTA) will be worked on a case-by-case basis with the host lodging activity.

A2.5. Walk-In Policy. ARC members are required to make advanced lodging reservations. Members who walk-in without making reservations may still utilize government quarters, however, the wing/unit of assignment will not pay for lodging of members who fail to comply with this directive. (EXCEPTIONS: New recruits, members returning from long deployments, etc.) It is the wing lodging POC's responsibility to ensure that all members are aware of and in compliance with this policy.

A2.6. No-Show Reservations.

A2.6.1. The ARC wing/unit guarantees payment for on-base and contract CL reserved for their members. Therefore, the wing/unit will be responsible for payment of quarters reserved (on-base and contract) and not used.

A2.6.2. Lodging will check in all unit no-shows before the Friday night audit and provide a list of no-shows to the wing/unit lodging POC by 0900 on Saturday of the UTA. The wing/unit will notify lodging by check-out time (1100) on Saturday if the member will occupy quarters on Saturday night.

A2.7. ARC Wing Lodging Policy. Each ARC wing must establish a wing lodging policy to include procedures identified in this attachment. It is essential to enforce walk-in and no-show guidelines to ensure an accurate number of rooms are reserved for members performing their UTAs and to eliminate the expenditure of funds for unused rooms and to maintain maximum utilization of on-base quarters. Procedures must include commuting distance designation determination, exception to policy procedures, disciplinary actions for those who abuse the IDT lodging privilege, etc.

A2.8. Billing Procedures.

A2.8.1. For on-base lodging bills, the base lodging accounting technician will ensure that all back-up documentation (AF Form 938, AF Form 40A, or unit lodging reservation/revalidation listing, plus all folios) to substantiate the charges are provided with each bill. For easier validation, bills may be broken out by unit of assignment. This portion of the process will be accomplished within 10 working days of the UTA. The ARC wing/unit lodging POC, together with the lodging accounting technician, will review the bills and ensure they are correct. Upon validation, the GPC or alternative payment method will be used to make payment. If discrepancies occur, lodging and the ARC lodging POC will work together to resolve the issue. This entire process will be accomplished within 20 working days from the UTA. NOTES: At least twice monthly, lodging prepares bills for other IDT lodging requirements, i.e., RUTAs, AFTPs, etc. These bills may be provided at the same

time as the UTA bill, but must be documented separately. Payment is made via the GPC or an alternative payment method. An ARC member performing IDTs (other than regular UTAs) must provide a completed AF Form 40A or locally developed Reserve (ALRS) lodging form.

A2.8.2. CL bills may be processed through the installation lodging manager, or sent directly to the wing lodging POC. Within 20 days of receipt, the ARC wing lodging POC ensures that payment is made.

A2.8.3. When a unit-assigned Reserve member performs an IDT at home station in conjunction with an active duty tour, to include AT in a non per diem status, only the IDT portion is authorized for payment by the wing/unit of assignment. The member is responsible for payment of their lodging charges for all active duty tours regardless of per diem status.

A2.8.4. When a unit-assigned ANG member pulls an IDT in conjunction with a per diem status tour, only the IDT portion is authorized payment by the unit of assignment. It is the responsibility of the member to present the paperwork for the IDT portion of the stay at check-in. The ANG member is responsible for payment of their lodging charges when in a per diem status. **NOTES:** For overseas deployments, the unit of assignment's FM function may provide an AF Form 616 or other fund source document, to confirm that sufficient funds are available to cover the cost of on-base and/or commercial quarters for unit-assigned personnel, if requested by the overseas lodging general manager. The billing and payment process will be accomplished within 20 working days following the deployment.

A2.9. Payment Responsibilities. Procedures outlined herein apply to all Services unless otherwise noted.

A2.9.1. Air Force Reserve Command (AFRC).

A2.9.1.1. IMA/IRR Lodging Payment. Individual (IMA/IRR) members will pay all lodging charges regardless of the type of duty status (active duty or inactive duty for training), location where the duty is performed, or per diem status, and file for reimbursement. (IMAT-OL/FMFPT, 1392 Second Street, Dobbins ARB GA 30069-4823, Customer Service – 1-800-808-5949, DSN (voice) 625-5800/3533, Commercial (voice) 678-655-5800/3588; FAX DSN 497-0625, Commercial 478-327-0625)

A2.9.1.2. Unit-assigned members performing active duty tours (AF Form 938) regardless of per diem status, are individually responsible for their lodging charges. Individuals will file for reimbursement (normal procedures apply).

A2.9.1.3. Unit-assigned members performing IDTs away from home station (AF Form 40A) are responsible for payment of their lodging charges and will file for reimbursement.

A2.9.1.4. Unit-assigned members performing IDTs at home station will not pay lodging room charges. Lodging room costs (on-base and contract) for unit-assigned members performing IDTs at home station will be paid by the wing/unit of assignment via a Government Purchase Card (GPC). Billing to the wing/unit will be accomplished through an A/R account within lodging or contract lodging property. Payment for personal charges, i.e., telephone, in-room resale items, late checkout fees, etc., are the

responsibility of the member, and must be paid prior to being assigned lodging for the following month's UTA. Individuals may not file for reimbursement for these charges.

A2.9.2. Air National Guard (ANG).

A2.9.2.1. Unit-assigned ANG members performing active duty tours, regardless of per diem status, are individually responsible for their lodging charges.

A2.9.2.2. ANG members performing IDTs, regardless of location, will not pay for their lodging room costs. The unit of assignment will pay for on-base and commercial quarters via a GPC. Payment for personal charges, i.e., telephone, in-room resale items, late checkout fees, etc., is the responsibility of the member.

A2.10. UTA Unit Assistance. For unit-assigned members, the ARC wing/unit provides lodging and/or CL managers with an ARC lodging monitor (wing/unit lodging POC or designated representative), if requested. This individual will be available in the reception areas(s) on training weekends to assist with peak check-in (and check-out) periods for unit-assigned members, and to facilitate resolution of UTA lodging issues.

A2.11. For Guard and Reserve Components:

A2.11.1. For AFRC situations, both IMA/IRR and unit-assigned, that deviate from these procedures, contact AFRC/A1RY, 155 Richard Ray Blvd., Robins AFB, GA 31098 DSN 497-0341, prior to implementation.

A2.11.2. For ANG situations that deviate from these procedures, contact the Air National Guard, Services Branch (ANG/SVX), 3500 Fetchet Avenue, Andrews AFB MD 20762-5157, DSN 278-8166/8169, prior to implementation.

Attachment 3

AIRCREW SUPPORT (PRIME KNIGHT)

A3.1. Aircrew Support Programs.

A3.1.1. Special aircrew handling programs, such as Prime Knight, ensure high-quality and consistent lodging, transportation, and food service support to transient aircrews. The quality of service depends upon timely notification to the host program manager of aircrew requirements. The program is mandatory for all transient aircrews.

A3.1.2. The installation commander appoints a program manager empowered with the authority to ensure transient aircrews receive transportation, lodging, and food service support. If a base has no Prime Knight program then AFPC Lodging Operation needs a letter from the Force Support Squadron Commander/Director authorizing no program. **NOTE**: These programs do not apply to bases that do not support flight operations.

A3.2. Functional Responsibilities.

A3.2.1. AF/A1S. Serves as the Air Staff office of primary responsibility (OPR), reviews program assessments and MAJCOM reports (upon request), and in coordination with other Air Staff agencies such as Operations (A3O) and Transportation (A4TT) provides recommendations to the Air Force Chief of Staff.

A3.2.2. MAJCOM/A1s will:

A3.2.2.1. Coordinate MAJCOM staff guidance with other agencies (XO, LGT, etc.)

A3.2.2.2. Implement the program command wide.

A3.2.2.3. Conduct periodic assessments of the program.

A3.2.3. Host installation commanders will:

A3.2.3.1. Implement this instruction and approve local support plans and procedures.

A3.2.3.2. Appoint a base program manager. **NOTE**: This program impacts several disciplines (e.g., Force Support, Transportation.) No single, functional entity is responsible for providing all the required services under this program. Therefore, the vehicle operations chief, lodging manager, or food service officer will not be appointed as the Prime Knight manager. Select this individual from an operations unit such as operations support, Air Mobility support, or command post.

A3.2.3.3. Provide the resources required for a viable Prime Knight program.

A3.2.4. Aircraft commanders/command and control agencies (or other MAJCOM designated agencies) will:

A3.2.4.1. At the earliest opportunity, provide destination program managers with information required as indicated below:

A3.2.4.1.1. Using a fax, telephone, message, or radio (HF), provide number of crew members by rank (e.g., 5 officers, 3 enlisted, estimated time of arrival (ETA), gender of crew by exception, and call sign/tail number if available). Upon arrival at the TDY

location, the aircraft commander provides a copy of the aircrew orders listing each member's social security number to the program representative.

A3.2.4.1.2. Cancel reservations to preclude "no shows" and guaranteed hold charges being assessed due to mission changes, weather diversions, etc.

A3.2.5. Base Program Manager will:

A3.2.5.1. Develop base aircrew handling program support plans and policies to provide transient aircrew with transportation, lodging, and access to meals.

A3.2.5.2. Ensure a responsible individual meets each transient aircraft requesting Prime Knight service and provides appropriate transportation, keys, (or documentation) for lodging/rooms, and an information packet to the aircraft commander. **NOTE**: (The vehicle operator may be used for this task. Installations may set policy allowing the crews to pick up the information packet and keys at the command post or base operations if crews normally stop at these locations prior to going into crew rest. Under no circumstances will aircrews be required to pick up keys or other items from locations they would not normally transit (not applicable during contingency aircraft operations).

A3.2.5.3. Ensure the welcome packet contains the following as a minimum:

A3.2.5.3.1. Base information on meals, lodging, and transportation, lodging registration forms, or off-base lodging authorizations.

A3.2.5.3.2. Program critique form.

A3.2.6. Lodging Manager will:

A3.2.6.1. Support the installation Prime Knight Manager by providing adequate rooms and efficient lodging guest service to transient aircrews when rooms are available.

A3.2.6.2. Establish designated aircrew VQs when the volume of transient aircrews warrants.

A3.2.6.3. Provide reservation capability during all normal operating hours (e.g., at 24-hour lodging operations, aircrews should be able to make reservations at any time during that period).

A3.2.6.4. Pre-register the aircrew if assigned to on-base lodging. In addition, the lodging manager will block or assign rooms and assemble keys or put them in the information packet prior to the aircrew's arrival. (On-base lodging will be used to the maximum extent possible to maximize mission execution and limit demand on support activities.)

A3.2.6.5. Information packets will contain base information on meals, lodging, and transportation; lodging registration forms or off-base (commercial lodging) authorizations if necessary; area maps; and customer comment cards.

A3.2.6.6. Assemble the necessary documents if the aircrew is staying off base. (NA forms, directions, etc.)

A3.2.6.7. Establish an express checkout system for aircrews staying in government quarters.

A3.2.6.8. Assign each crewmember to a single room (exceptions may be made during contingencies and alert operations). Aircrew members are defined as anyone on the flight crew order. Ensure gender is considered when assigning lodging to aircrews. Crew integrity will be maintained--all members of the same crew will be housed together, either all on base or all off base. Efforts should be made to lodge all crewmembers in as few locations as possible.

A3.2.7. Food Service will:

A3.2.7.1. Provide the program manager with menus and operating hours of the flight kitchen and base appropriated fund dining facilities for inclusion in the aircrew information package.

A3.2.7.2. Respond to aircrew requests for meals. (Use of the in-flight kitchen is sufficient to meet this requirement.)

A3.2.8. Transportation will:

A3.2.8.1. Meet the aircraft within 10 minutes of the time requested by the aircrew or applicable command and control system.

A3.2.8.2. Provide authorized transportation to aircrew members during their stay. **NOTE**: Base shuttle or taxi services are considered adequate and may be used for this purpose but will not be used for initial pickups or departures.

A3.2.8.3. Respond to the aircrew's request for departure pickup at the established pickup time.

A3.2.9. Base operations (or command post) will:

A3.2.9.1. Track all inbound aircraft in the normal course of duties that might generate program requirements. If there is a change to either arrival time or number of crew members expected, base operations or command post personnel will notify the responsible agency/agencies as indicated in the installation program support plan. Base operations will provide these updates as soon as possible but not later than one hour, if possible, prior to scheduled arrival times.

Attachment 4

CONTINGENCY QUARTERS

A4.1. Contingency Quarters. Contingency quarters are base facilities, designated by the installation commander, used to beddown personnel deployed to and/or transiting a main operating base (MOB) or geographically separated unit (GSU) usually in support of an exercise or contingency operation. Permissive TDY personnel supporting officially sanctioned events (i.e., sports teams, scouts, and JROTC groups) may be authorized to stay in contingency quarters at the discretion of the installation commander as long as APF are used for all associated costs (i.e., cleaning, furnishings, repair and maintenance, etc.). Installation commanders may authorize use of contingency quarters for humanitarian reasons, such as natural disasters. **NOTES**: When lodging facilities are converted in direct support of contingency or wartime operations, Space-A lodging is not authorized. During real-world contingency operations, all non-contingency personnel may be requested to vacate lodging to meet mission requirements. If necessary, move current guests off base and change future reservations as necessary to accommodate long-term TDY personnel on base. The lodging staff provides 24-hour locator service for personnel in contingency quarters.

A4.2. Lodging Procedures during Emergency/Wartime Conditions. During emergency or wartime conditions, lodging may be required to surge to meet contingency requirements. Contingency quarters may be <u>temporarily</u> opened to accommodate large influxes of en route TDY personnel who cannot be housed in regular base lodging accommodations. When the mission requires excess appropriated facilities be opened to support the mission, the Force Support unit will coordinate the activation with the Civil Engineering unit. At bases maintaining appropriated facilities such as contingency quarters, Force Support will only manage the facility when activated. Contingency quarters' usages are an appropriated expense for the host wing, and are managed by the Civil Engineering unit during downtime.

A4.3. Facility Management. Contingency facilities will be managed by Base Civil Engineering Squadrons. Force Support personnel will only manage contingency quarters on a day-to-day basis when supporting an on-going exercise or contingency operation that cannot be accommodated in the existing lodging facility inventory. The MOB or GSU will be responsible for managing contingency quarters if it's within their capabilities as determined by the installation commander. Services Unit Type Code (UTC) support should only be requested when the operation is beyond the capability of the MOB or GSU. If UTC support is required, ensure adequate personnel are included in the Services UTCs designated to deploy to the location.

A4.4. Funding. APFs will be used for necessary purchases to support contingency quarter operations. Air Force Lodging funds (AFLF) are not authorized to support contingency quarters. When expending funds in support of contingency quarters, use the appropriate emergency and special program (ESP) code for the exercise or contingency operation. If establishing a NAF MOA for services, MIPRs (Military Interdepartmental Purchase Request) are not recommended for payment as the timeline for the user to pay for any support given negatively impacts the associated fund (AFLF or MWRF).

A4.5. Capability. The capability to beddown augmentation/contingency forces will be identified using existing facilities and equipment (dormitories, family housing, etc.), or

commercial quarters. When necessary, Force Support identifies furnishings requirements to the base civil engineer (BCE). CE will provide minimal furnishings to meet contingency requirements, such as excess FMO furniture from either the support base or within the region. If surplus stocks are not available, FMO will purchase required furnishings from APFs as necessary, using funds earmarked for specific contingency beddown operations when appropriate. Force Support provides accountability for furnishings assets while they are in use in contingency quarter's operations. When fixed assets are insufficient or not available, War Readiness Material assets will be used for planning surge capability for a main operating base (MOB), collocated operating base, forward operating base (FOB), or bare base. In such cases, primary bedding is sleeping bags that are clean, sanitized, and in good repair. All bases must maintain separation between contingency quarter's operations and lodging desk operations. All bedspace assignments and terminations will be controlled separately between lodging and contingency quarter's operations. The lodging desk will operate in coordination with Personnel Support for Contingency Operations to ensure accountability of deployed personnel. For further guidance on planning factors, refer to the *War Mobilization Plan (WMP1) Services Supplement Aug 2006*.

A4.6. Standards for Contingency Quarters. The policies are outlined in Air Force Pamphlet (AFPAM) 10-219, V5, *Bare Base Conceptual Planning*, and Air Force Handbook (AFH) 10-247V1, *Guide to Services Contingency Planning: Beddown*.

A4.7. Authorized Personnel. When the installation commander authorizes minors (i.e., scouts, JROTC) to use contingency quarters, they must be in a separate area from any active duty and adult occupants of the facility and be chaperoned by an adult of at least 18 years of age or older. Personnel on routine, funded TDY orders, not associated with a contingency or wartime mission, are not authorized to stay in contingency quarters. In addition, personnel on leave or otherwise considered space-available in lodging are not authorized in contingency quarters. No fee will be charged to use contingency quarters. Contingency quarters offer more protection from the elements than a tent city and should be used to their maximum capacity before moving to a tent city.